

# CIVILIAN PERSONNEL PROGRAM REVIEW AND ANALYSIS 2ND QUARTER FY00



# **The West Region -**

***Army's Premier Team of  
Human Resources***

***Professionals***

***Providing Quality and***

***Timely Services to***

***Our Valued Customers***



## WEST REGION FOCUS AREAS FOR FY 00

The West Region Accomplishments and Focus Areas for FY 00 are established on the foundation of the West Region FY 00-01 Operational Plan. Feedback received during the Sep 99 and Mar 00 Commanders' Civilian Personnel Activity Councils (CCPAC) provided the basis for a review of the previous strategic plan and update to be consistent with the Army's new vision and strategy for Civilian Human Resources and region goals and objectives. The feedback from the CCPACs was incorporated into the Region's Operational Plan, with region-specific Supporting Objectives to the Army's three Priority Emphasis Areas and associated Corporate Goals. West Region civilian personnel leaders developed and substantiated the Supporting Objectives as consistent with the region's vision. Commander feedback indicates that the Operational Plan is moving in the right direction with the right amount of emphasis in the program areas, placing Modern System preparation and developing automation tools as top priority, followed by meeting partnering goals and training requirements. The Priority Emphasis Areas are:

Strategic Civilian Workforce  
Competitive and Responsive CHR Programs  
Skilled and Responsive CHR Professionals



PRI OR I TY EMPHASI S AREA  
Strategic Civilian Workforce

CORPORATE GOAL 1

Systematic Planning that Forecasts and Achieves the Civilian Work Force  
Necessary to Support the Army's Mission

SUPPORTI NG OBJ ECTI VES

1. Continue and enhance partnering
2. Focus on metrics that reflect overall/total cycle time for work accomplishment
3. Develop Commander/Manager/HR orientation and training package
4. Develop and deploy an I nformation Management System for customers



ACCOMPLI SHMENTS

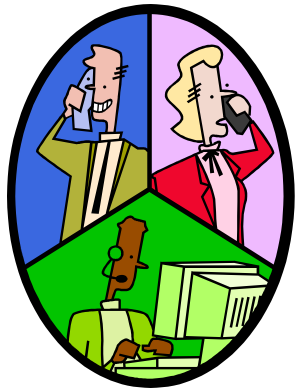
The second Commanders' Civilian Personnel Advisory Council was held 28 Mar 00, with a follow on session on 29 Mar with personnel leaders in the region. BG Carl Strock, Commander, Northwestern Division Corps of Engineers, hosted the conference with COL Eric Mogren providing opening remarks. In addition to providing an opportunity to update commanders on progress and gain important feedback from these key customers, the direction and focus of the Operational Plan was validated.

Hard work continued to allow partnerships to develop in the region during this quarter. Monthly teleconferences continued to discuss issues and raise questions.

FOCUS AREAS

The next CCPAC is tentatively scheduled for Oct 00, after deployment of Modern System in the region.





CPAC and customer staff visited the CPOC three times during the quarter; CPOC staff visited customers and CPACs six times.

The second "tune up" partnership session on 30 Mar 00 with Seattle District Corps of Engineers and CPOC staff was extremely successful in raising issues and drawing the staff back to its original Operating Principles for interaction. The group made minor modifications to the Operating Principles to improve their applicability and importance to the relationships.

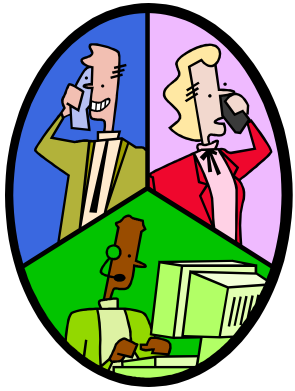
The Review and Analysis in the following pages has been updated to include a new section regarding SF-50 accuracy. The next quarterly report will also include information on data dispersion where practical.

The CPOC continues data base cleanup efforts in preparation for Modern System deployment -- statistics regarding the results of those efforts are included in this report.

Visits will continue between CPAC and CPOC staffs and customers.

An onsite session at the CPOC and video teleconference are scheduled for April to introduce Army Benefits Center-Civilian (ABC-C) to the region. The ABC-C is scheduled to come on line for the West Region on 19 June. Joint training and orientation sessions are to be delivered region-wide during May and June, with CPAC leading and CPOC assisting as required.

We continue to solicit feedback regarding the value of the R&A and seek constructive comments for change to the format or data represented.



The personnel community has completed preliminary work on a comprehensive training package for commanders, managers, and HR professionals.

Two functional conferences will be hosted during third quarter at the West CPOC: Human Resource Development conference in May; and Personnel Systems Manager conference in June.

A new Management Information System (MIS) for managers is under development based on the surveys received from managers and FPI users. The concept was briefed at the CCPAC which includes regular reports to managers via email regarding key indicators in their areas of responsibility.

No additional guidance was received from commanders regarding the MIS training package; work is progressing. The next steps will include a thorough review by region training experts during the Human Resource Development conference and user focus groups.

PRI OR I TY EMPHASI S AREA  
Competitive and Responsive CHR Programs



CORPORATE GOAL 2

Technology and Business Management Tools and Techniques that Provide the Best, Most Accessible and Lowest Cost CHR Products and Services

SUPPORTI NG OBJ ECT I VES

1. Ensure consistency in applying classification standards
2. Make work processes more effi cient through automation
3. Maintain Functional Process I mprovements (FPI )
4. Successfully deploy Modern System

ACCOMPLI SHMENTS

Conversion to the government version of Resumix (version 5.3G) is scheduled for third quarter in this region. Preparation for the conversion began in the CPOC during second quarter, to include data scrubs and other clean up activities.

The Resumix On Line Applicant Reponse (ROAR) system was updated with a PI N system to provide for increased security for applicants.

FOCUS AREAS

Shortly after deployment of Resumix 5.3G, CPOC, CPACs, and customers will become engaged to identify areas of needed grammar base improvements.

Additional upgrades to ROAR are planned, the most important of which is addition of fields to provide applicants more information regarding the positions for which they were considered.

The CPOC is working on a package of internal and external guidance to ensure consistency of classification decisions in the region.

During second quarter, the last few job descriptions in the region not previously loaded into FASCLASS were added to that database. One hundred percent of the region jobs are now available for use through FASCLASS. The planned deployment of FASCLASS II occurred across Army, but the product was pulled by Army due to unexpected functional and technical problems. Deployment of that upgraded system will occur when testing is complete.

CPOC staff worked with Dugway Proving Ground managers to provide refresher training in TRAIN.

FASCLASS II is expected to be deployed during third quarter.

ABC-C will be deployed to the region on 19 June. After that time, benefits and entitlements will be handled through the ABC-C Center at Fort Riley, Kansas. Employees will contact ABC-C directly via telephone or internet to make changes, inquire as to status, and request information. CPACs are working diligently to market this new system and ensure that employees are able to make use of it after deployment.





The date for deployment of the Modern System in the West region was changed to 15 Sep 00. Preparation for deployment has begun and requires review and preparation in many areas.

- \*The West Region motto for Modern System deployment is "got mod?".

- \*Intensive data cleanup is under way. A team of senior representatives (dubbed the Desire Update Crew, or DUC) is meeting weekly to validate and review error conditions, and to provide guidance and assistance to a team of four individuals performing data cleanup on a full time basis. Questionable data elements have been reduced by 64.5% during this quarter.

- \*CPOC staff have all received an initial orientation to the system.

- \*Marketing of the system has continued, with the publishing of a Customer Service Action Plan and guidance memo outlining cut off dates for specific personnel actions as we near deployment.

- \*The Mod Squad members have been selected and are being prepared. These are the individuals from the CPOC to serve as trainers for the system.

Modern System deployment activity will continue and intensify in the third quarter. Activities already under way will continue; additionally,

- \*Individuals identified as Mod Squad members will begin to work with the training database and become intimately familiar with the system in preparation for train the trainer in July. The Mod Squad will then train all CPOC staff, CPAC staff, and support CPACs in training of managers and users. The training plan for this effort is under development.

- \*A project management database will be developed to ensure total project oversight.

- \*The CPOC will prepare a training history report for each employee to provide the opportunity to ensure training information is accurate and complete before the migration to Modern System.



\*The hardware, an N-Class Server, has been installed and configured.

\*Monthly teleconferences occur with the Personnel Systems Managers to discuss issues of interest.

\*The organizational hierarchy is under review and is due to Army during third quarter.

\*The Modern Steering Committee (MSC) continues to meet weekly under the guidance and direction of the Deputy Director, serving as Modern System Project Manager.



Late second quarter, a Recruitment Road Show began with representatives from the CPOC visiting serviced activities to train managers in the Resumix and Delegated Examining Unit processes. Sessions were extremely well received, with many managers stating they were pleased to know of the flexibilities that DEU could provide.

Concerns in the region regarding the Resumix grammar base prompted the CPOC to prepare plans to evaluate the grammar in Resumix 5.3G upon deployment, to develop and build local grammar, and to develop a Skills Handbook for Managers. The plan will be prepared and execution will begin in 3rd quarter.

The Recruitment Road Show will continue to be available to enhance managers' understanding of both Resumix and Delegated Examining Unit, the external recruitment source, and its flexibilities. Commanders and CPACs may request this training at any time.



PRI OR I TY EMPHASI S AREA  
Skilled and Responsive CHR Prof essionals

CORPORATE GOAL 3

CHR Prof essionals who are Customer-Focused and who have the Competence,  
Support, and Motivation to Meet the Challenges of Constantly Changing and  
I ncreasing Expectations

SUPPORTI NG OBJ ECTI VES

1. Clarify roles of CPOC, CPAC and manager
2. Develop CPAC generalists as advisors and consultants, and full members  
of the customer management team

ACCOMPLI SHMENTS

The WCPOC Human Resource Development Division compiled results of the personnel training needs survey and developed a template I DP which has been staff ed with the CPACs.

WCPOC Classification Division developed a set of standard paragraphs to include in CPAC job descriptions as locally desired (and considering required coordination with MACOMs) to bring more specificity to the generalist and consultant roles.

FOCUS AREAS

During the Mar 00 CCPAC follow-on session, all personnel partners agreed to convene a team of representatives from CPOC and CPAC to review all Business Process Maps and recommend changes through channels. CPOC and CPAC members have volunteered for this process to be completed during third quarter.



The Basic Position Management and Classification course was hosted at Ft. Huachuca, and was attended by nine staff from within the region.



# All Served

## Executive Summary

The Commanders' Civilian Personnel Advisory Council at the end of March provided a springboard for the personnel community to revise the Operational Plan and establish a further strategy for improvement to programs and processes in the region. Many of these improvements have already begun and will carry on through FY 01.

Major emphases in the CPOC this quarter were preparations for the deployment of both the Army Benefits Center-Civilian (ABC-C) and the Modern Defense Civilian Personnel Data System (DCPDS). The ABC-C will be in effect in this region next quarter, beginning 19 June; and the Modern DCPDS will be implemented on 15 September. Preparatory work for the Modern DCPDS is massive; the primary area of concern for conversion of the data is accuracy in the current system. During this quarter, the CPOC put in place a clean up team that began to work suspect data. During the quarter, they reduced the number of discrepancies from 32,274 to 11,456. This is expected to continue until the conversion to the new system occurs. Our goal is to reach zero errors, or as close to that as possible.

The number of actions received and processed this quarter was at an all time high. Over 8000 PERSACT actions were received; and over 7300 were processed, leaving a balance on hand at the end of the quarter of 1952. Most of the difference is found in the recruitment area, where a number of actions are awaiting selection.

The increased volume was worked in Classification Division, but caused a drop in timeliness from 85% to 78% for routine actions. Non-routine actions were processed more timely, at 89% in standard. Both types of actions are "amber" and will be managed more intensively this coming quarter to ensure improvement.

During this quarter, over 5000 awards were processed, amounting to nearly \$3.6 million in cash awards and almost 11,000 hours of time off. This accounts for about 20% of all actions processed in the region in the quarter!

# All Served

## Executive Summary (Cont)

We continue to emphasize filling jobs fast in this region (but never to the exclusion of quality products) and have put together a training program to assist customers in understanding the recruitment process. This Recruitment Road Show will be presented during April to a number of customers and is available upon request. Our fill time continues to lead Army. In March, West Region fill time was 54% of the Army average! Referral timeliness continues at the high rate of 80% in standard (within 5 days of receipt of the action for Resumix referrals and within 35 days for Delegated Examining Unit referrals).

Two areas of particular concern to customers are pay problems and personnel action quality. During this quarter, we received a total of 323 pay inquiries, a significant increase over last quarter. The greatest majority of these were attributable to a retroactive pay adjustment for some Corps of Engineers employees; and this was exacerbated by a failure of the two computer systems (personnel and pay) to talk to each other accurately. We are working a plan to manage this process more intensively if and when it occurs again, to avoid such problems. Additionally, because we find that many problems seem to occur when employees come on board or retire; and believe that those are critical periods for employees, we have committed to checking the pay system database whenever a new accession or retirement occurs to ensure that all information flowed accurately.

Finally, we completed a quality review of personnel actions in partnership with the CPACs and you will find the results in the pages of this Review and Analysis. We found few problems except in those processed for one activity, Corps of Engineers, Walla Walla District, where the error rate was unacceptable. We are reviewing causes and will target training and increase quality control during this coming quarter to head off further such rates. We will complete another quality review during next quarter for reporting the following quarter as well, to keep watching this very important area.

# Madigan Army Medical Center

## Executive Summary

Many of the statistical indicators for service to MAMC remained at about the same levels as last quarter. Actions received and processed were somewhat higher than last quarter, but approximately the same number of referrals were issued (although percent in standard declined somewhat). Training requests continue to have about the same time delay in getting them recorded into the database; we continue to be concerned that this delay is excessive at 109 days.

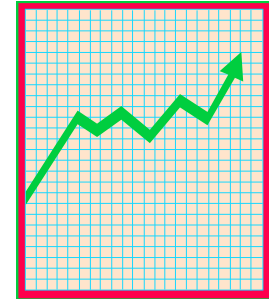
Overall time to fill crept up to 102 days over last quarter's 88 days, a real concern. Many of the positions filled, however, are not under the control of the CPOC or CPAC as the MEDCELL is responsible for issuing external referrals for most of the medical positions. Time for nearly all parts of the process increased this quarter, except for the CPAC, where processing time remains very solidly within the DA standard, and pre-CPAC manager time, which did not change from the previous quarter. We will continue to monitor this trend and work closely with the MEDCELL as much as possible to improve fill time.

Two clear successes are present. First, the non-recruit actions processed for the quarter were all processed within the standard set by DA - 100%, up from 98% last quarter. Second, classification actions both improved from the "red" and "amber" categories - routine actions are now "amber" and non-routine actions are "green" at 94% within standard.

## DATA AND ANALYSIS

-- The charts in this part of the report present data for each month of the first quarter, FY00, as well as a summary for the entire quarter in the following functional areas:

- Section 1: Processing SF- 52s
- Section 2: Classifying jobs
- Section 3: Filling jobs
- Section 4: Processing personnel actions
- Section 5: Processing pay inquiries
- Section 6: Personnel action quality review
- Section 7: Training and developing employees
- Section 8: Providing information services



-- Where an Army standard for a functional area exists, the standard is described and performance against the standard is indicated. Each area is assessed as:

**Green:** when performance meets the standard at least 90% of the time

**Red:** when the standard is met less than 75% of the time

**Amber:** if performance exceeds "red" but does not meet "green"

When no Army standard exists, no assessment is given.

-- The term "backlog" will always refer to actions which have not been completed and are outside of the Army standard.

-- Note that the total on hand of all actions will not equal the total of actions on each chart, since data captured varies between programs.



# Section 1

## Processing SF-52s

### Proponent: West CPOC

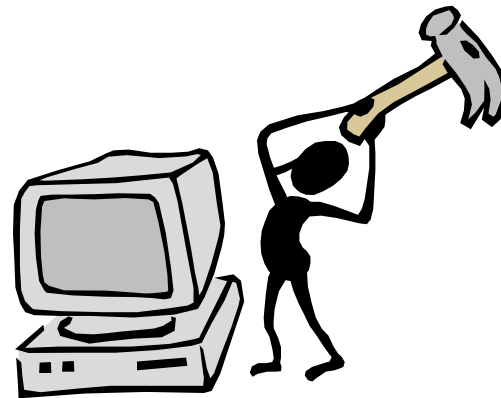
Sub-  
Section  
N/A

Topic

PERSACT Actions

Remarks

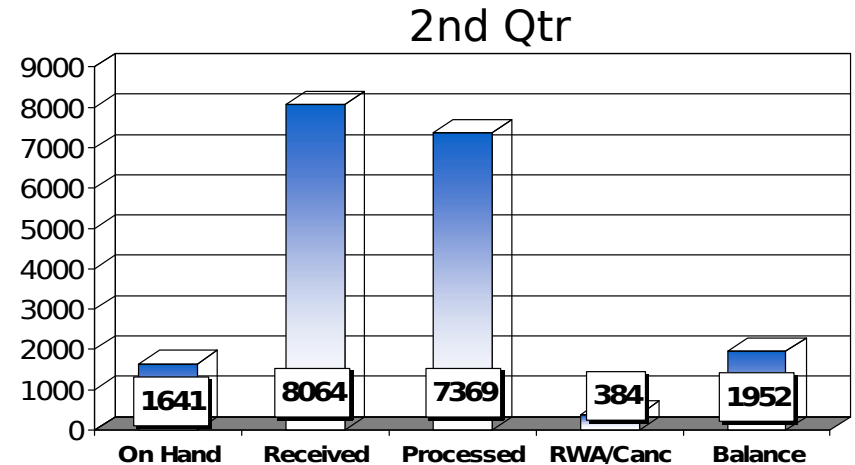
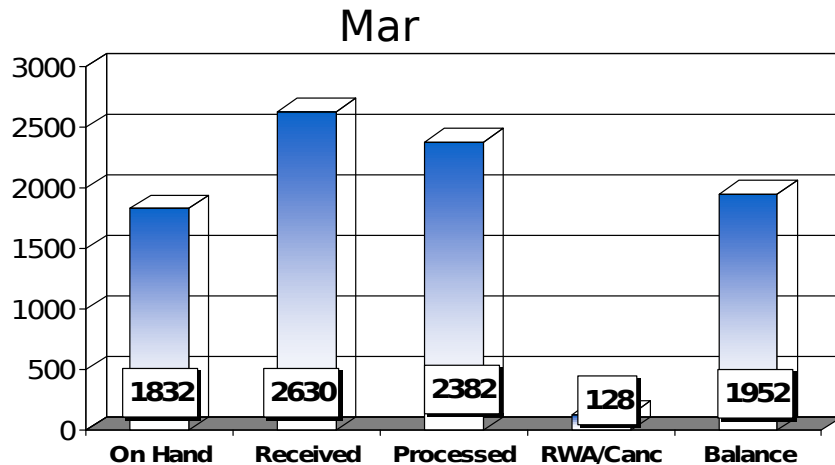
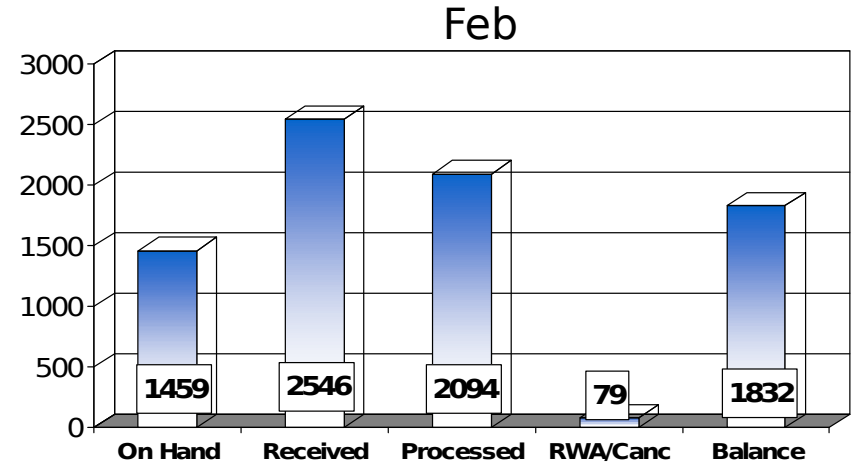
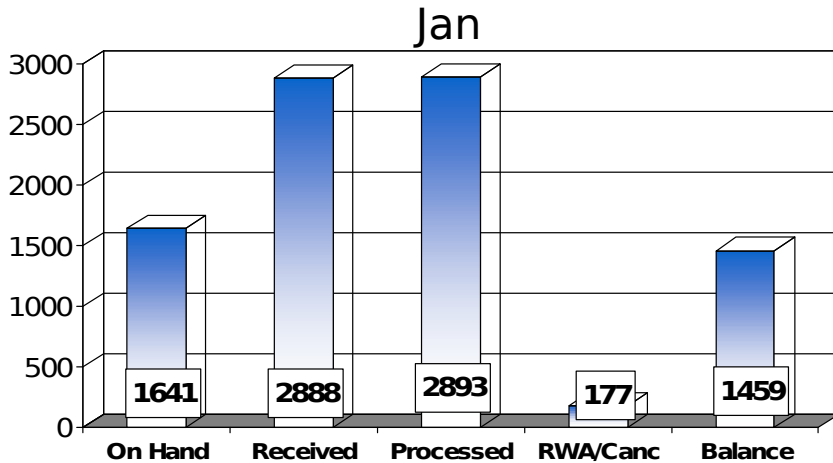
Depicts total numbers of all personnel actions processed through CPACs and CPOC using PERSACT.



# TOPIC: PERSACT Actions - All Serviced

2ND QTR-FY00

PROPONENT: WCPOC

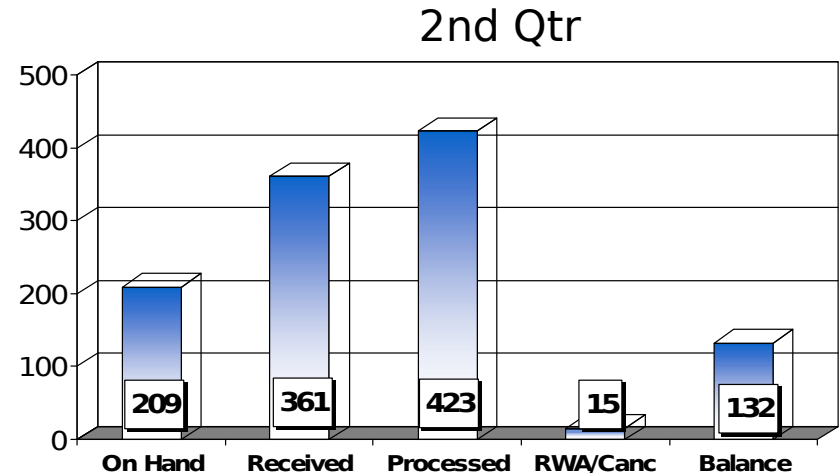
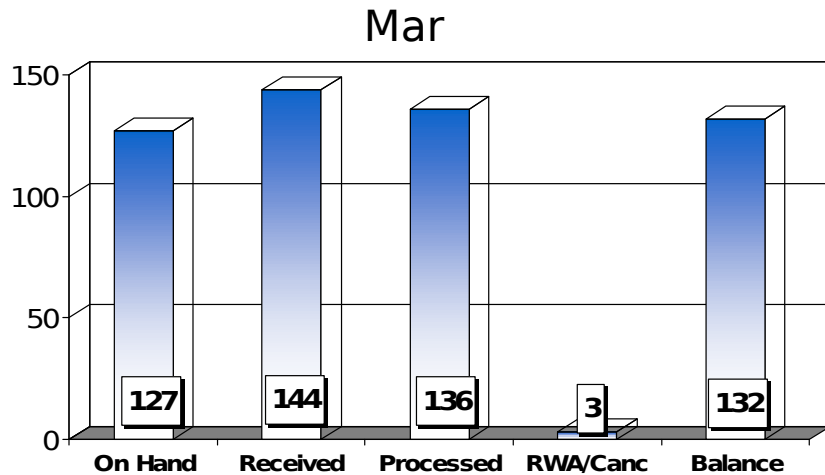
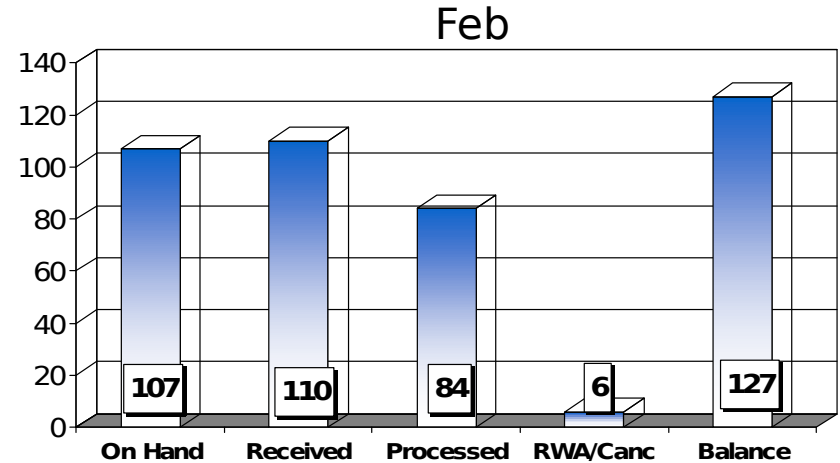
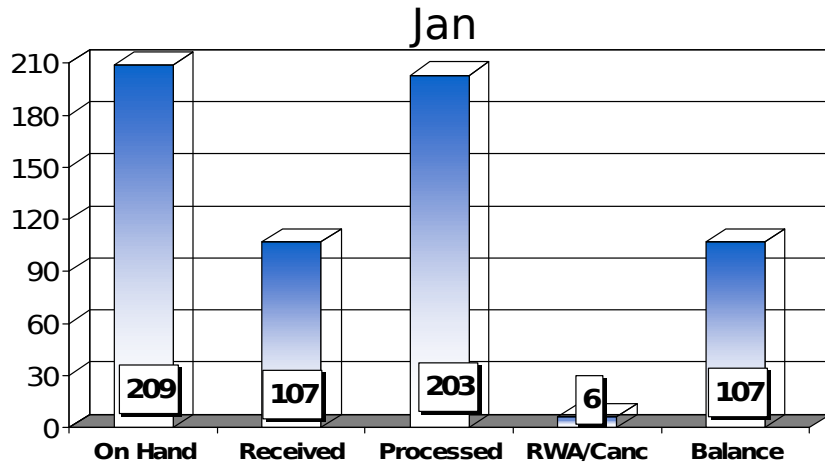


**ANALYSIS:** More than 500 more actions were received this quarter than last, an all-time high. The number processed was also at an all-time high; however, the balance on hand is also the highest since regionalization. The number of hand is approximately 200 more than at the start of the quarter -- these actions are primarily recruit actions awaiting referral.



# TOPIC: PERSACT Actions - Madigan Army Medical Center 2ND QTR-FY00

PROPONENT: WCPOC



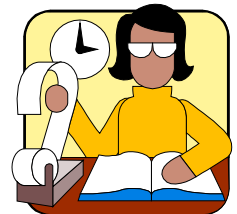
**ANALYSIS:** The volume of actions received was reduced this quarter, and balance on hand is down, roughly equal to that on hand at the beginning of the FY.

# SECTION 2

## Classifying Jobs

Proponent: WCPOC, Classification Division

Sub-Section	Topic	Remarks
A	Classification Actions Processed	Demonstrates volume and timeliness of personnel actions requiring handling by a position classifier. Routine actions are those which require only a cursory review in the Division. Nonroutine actions require the classifier to do a job analysis or advisory.
B	FY00 Trends	Provides analysis of volume and timeliness of work for the FY to date.



# TOPIC: Classification Actions Processed - All Serviced

2ND QTR FY00

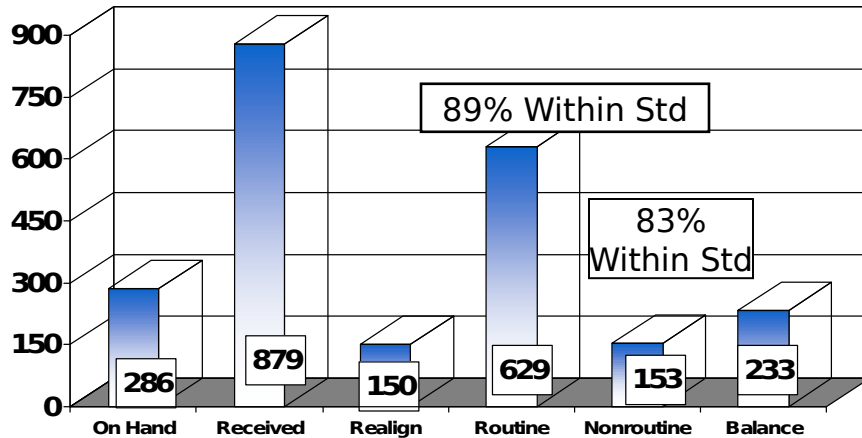
## PROPONENT WCPOC-

**STANDARD:** Routine, 4 Days from Date Received in CD  
Non-Routine, 30 Days from Date Received in CD

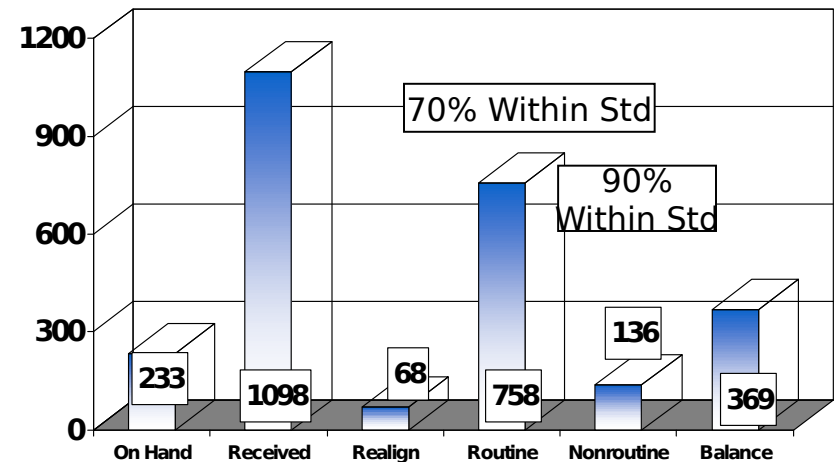
## ASSESSMENT:

**Routine: Amber**  
**Non-Routine: Am**

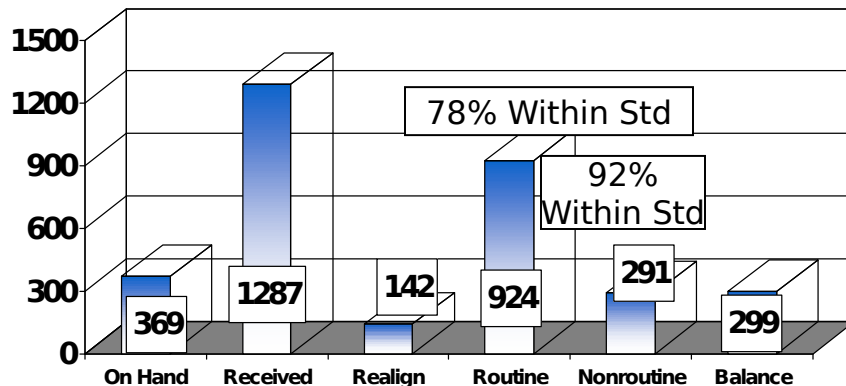
Jan



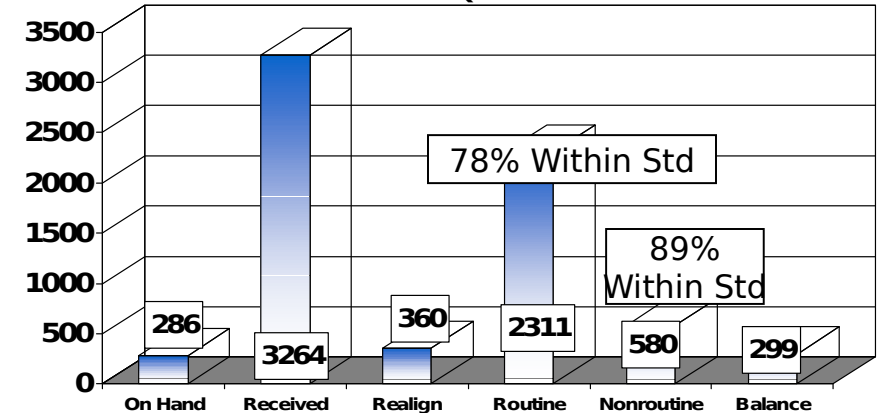
Feb



Mar



2nd Qtr



**ANALYSIS:** Increased routine actions volume was unexpected and was accompanied by a decrease in performance from 85% last quarter to 78% this quarter. In-standard non-routine action processing performance increased from 74% to 89% and volume was up as well. Intensive production management should result in improved routine actions processing performance.



# TOPIC: Classification Actions Processed - Madigan Army Medical Center 2ND QTR FY00

**PROPOSER:** WCPOC-

Routine, 4 Days from Date Received in CD

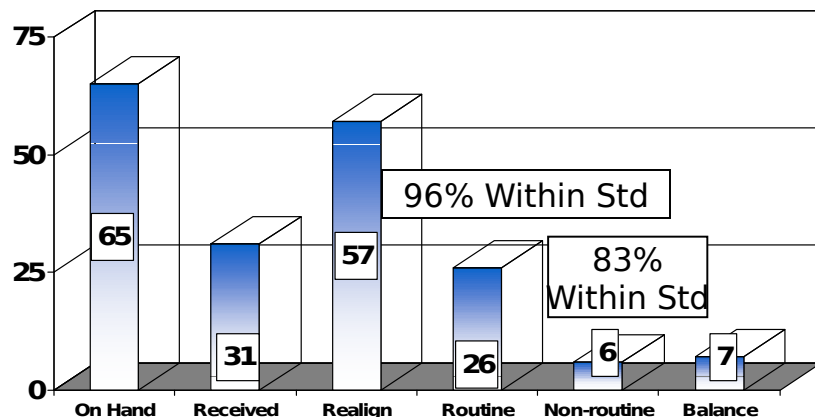
**STANDARD:** Non-Routine, 30 Days from Date Received in CD

**Routine:** Amber

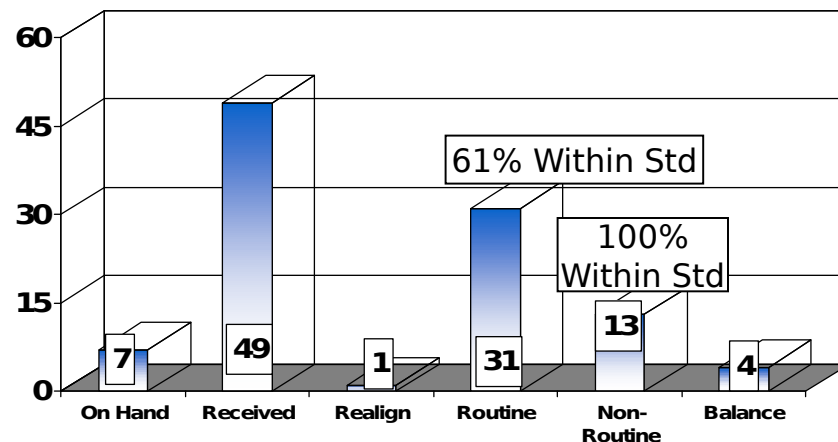
**Non-Routine:** Green

**ASSESSMENT:**

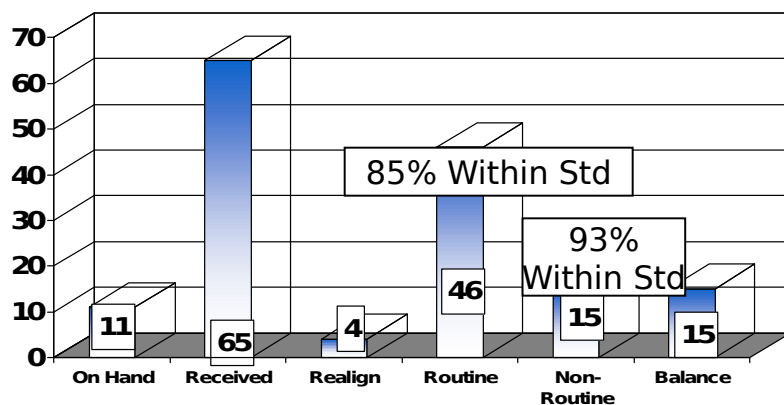
Jan



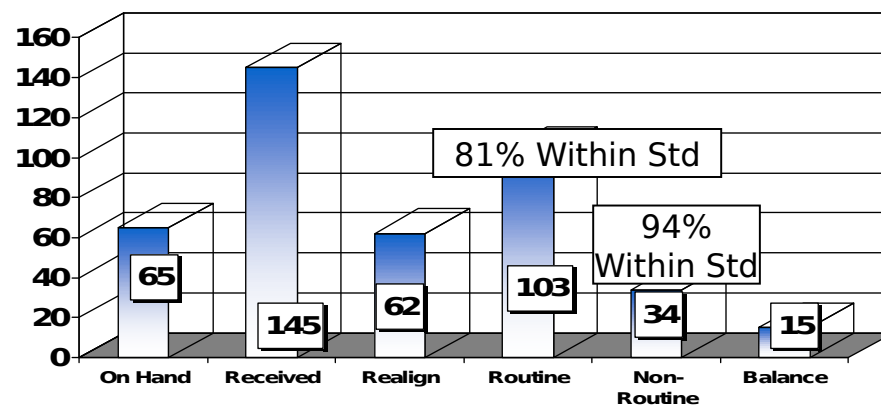
Feb



Mar



2nd Qtr



## ANALYSIS:

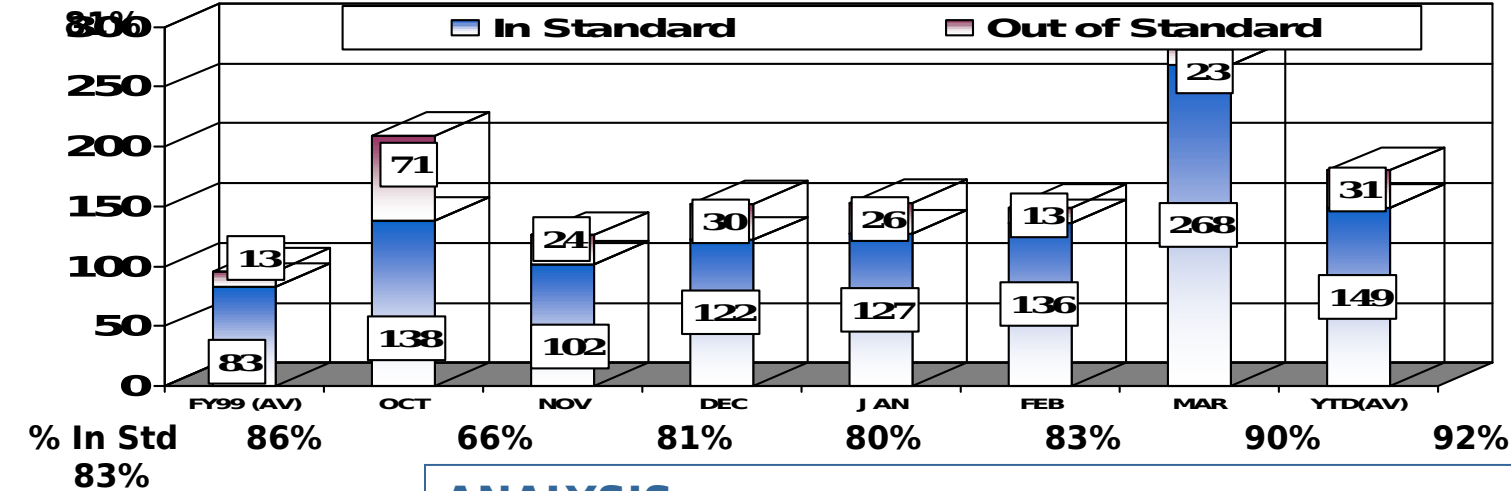
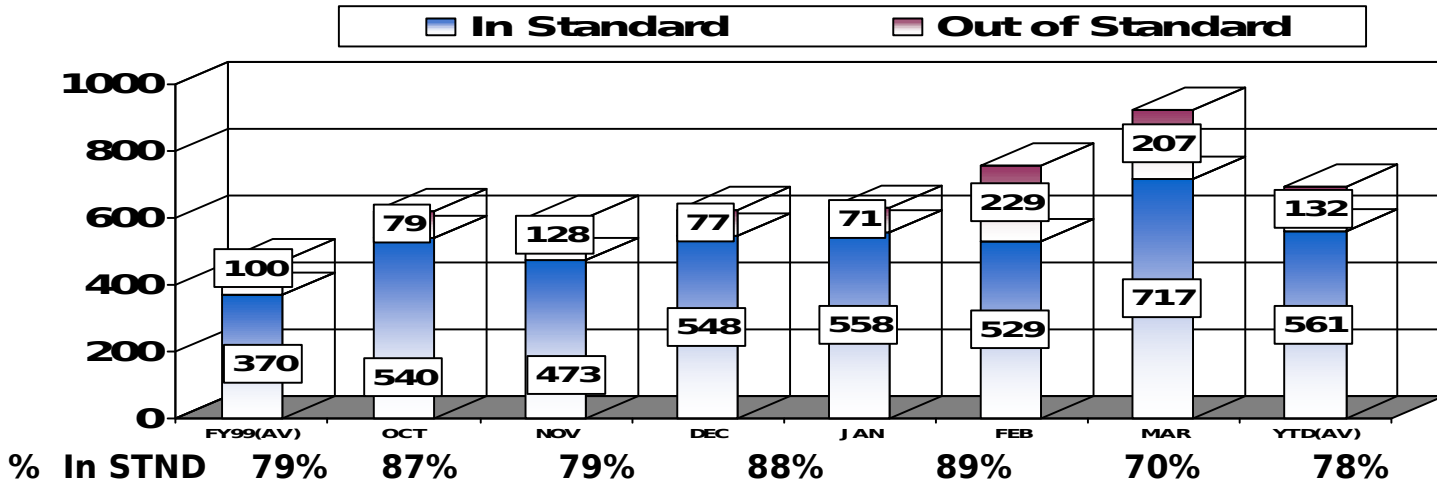
Both routine and nonroutine in standard performance increased for Madigan. Routine performance increased from 74% to 81%. Nonstandard performance increased from 77% to 94%. CD will continue to cross-level work to ensure continuing production improvement.



# TOPIC: Trends - Classification Actions Processed

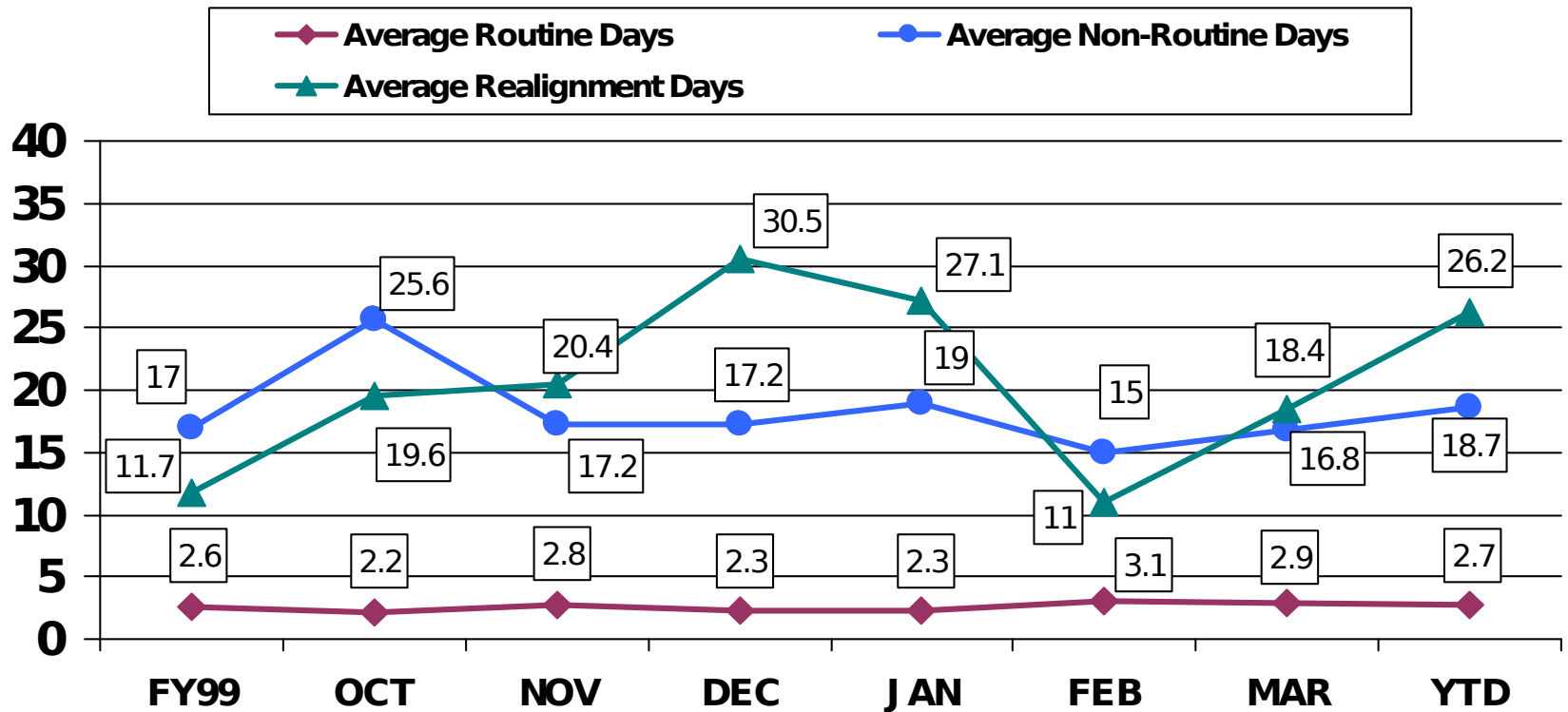
2ND QTR FY00

PROPONENTWCPOC-  
CD



**ANALYSIS:** Across the board, performance improved steadily as CD processed nonroutine actions. The 2nd quarter saw volume spikes in routine actions. The fact that CD did not consistently move actions throughout the Division to handle peaks in workload had a negative effect on performance. Cross-leveling work & filling vacancies should improve performance.



**TOPIC:****Trends - Average Days to Process Classification Actions****2ND QTR FY00****PROPOSER: WCPOC-  
CD****Std: Routine, 4 Days from Date Received in CD****Non-Routine, 30 Days from Date Received in CD**

**ANALYSIS:** 2nd Qtr saw a slight increase in routine processing times over 1st quarter, even though CD is still well under standard of 4 days. Cross-leveling work internally should result in lower numbers next month. Nonroutine actions reflected a drop in processing time from 17.2 in December. CD improved realignment processing to meet the local goal of processing them within the pay period they are effective.





# SECTION 3

## Filling Jobs

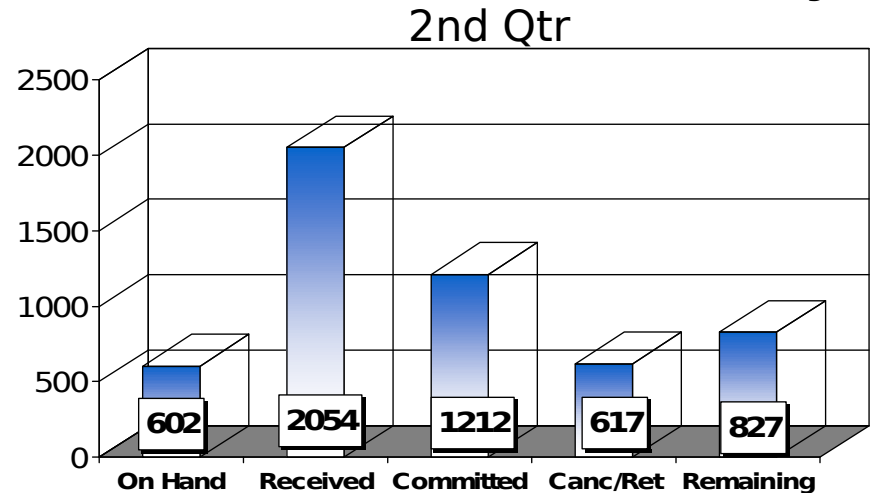
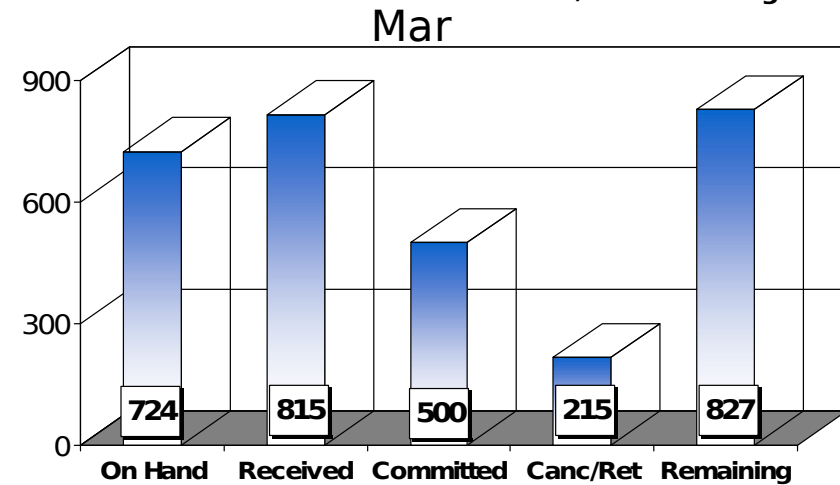
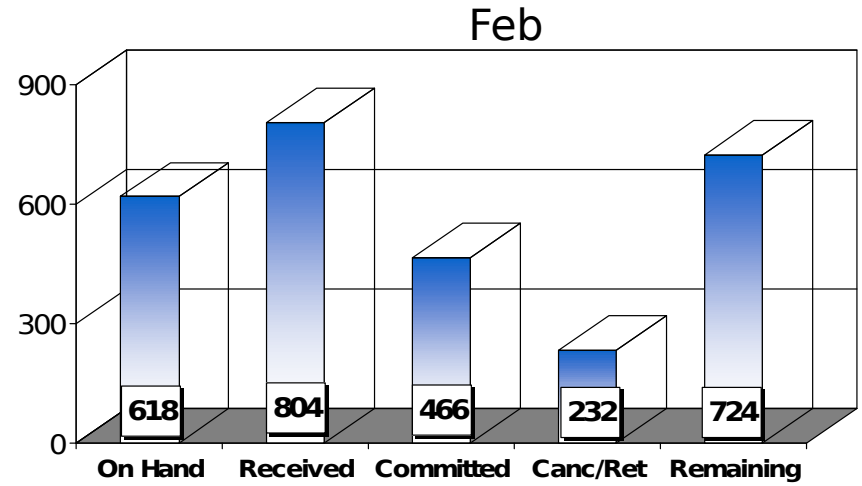
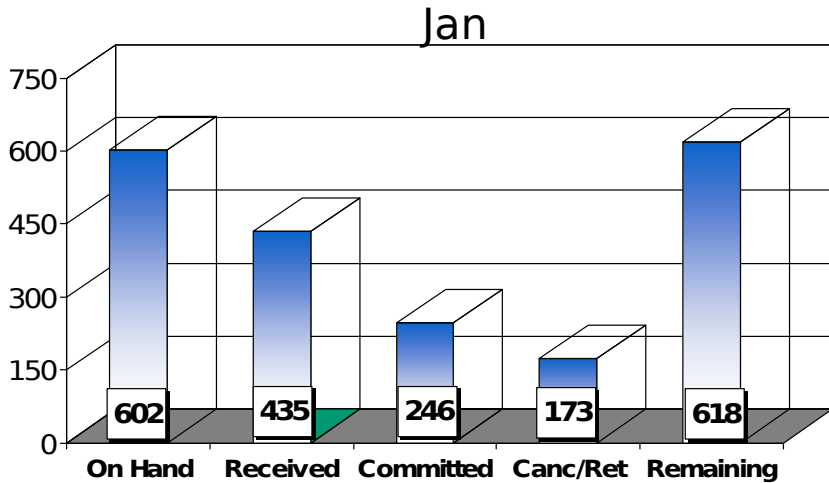
### Proponent: WCPOC, Staffing Services Division

<u>Sub-Section</u>	<u>Topic</u>	<u>Remarks</u>
A	Recruitment Activity – Jobs Filled	I Illustrates how many jobs are being filled and the status of actions on hand at the end of the quarter.
B	Referral Lists Issued	Shows volume and timeliness of referral lists issued – on the basis of days to issue the list from the time the action is received in this Division. This includes both open and closed actions where referrals have been issued.
C	Resumes in Resumix Database	Depicts the number of resumes in the system from external and internal candidates.
D	Average Processing Time	Demonstrates the breakdown of time in the fill process-how actions flow through the various steps in the process. This presents data on actions closed (i.e., completed) during the quarter.
E	Management Feedback on Resumix	I Illustrates management feedback on the Resumix process.
F	FY00 Trends	Provides analysis of volume and timeliness of work for the FY to date.

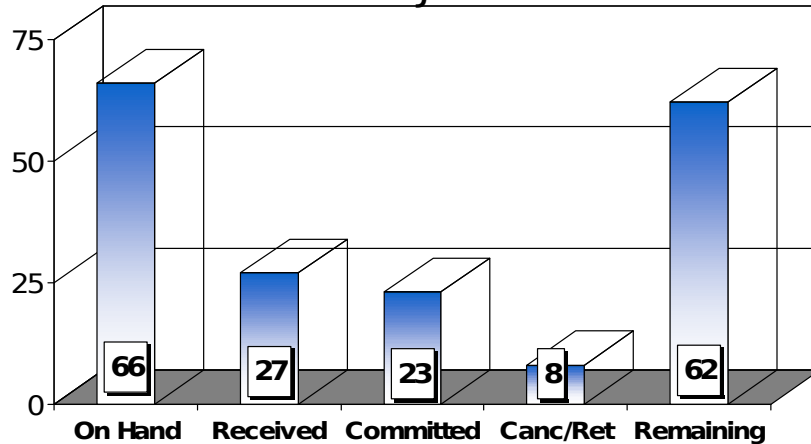
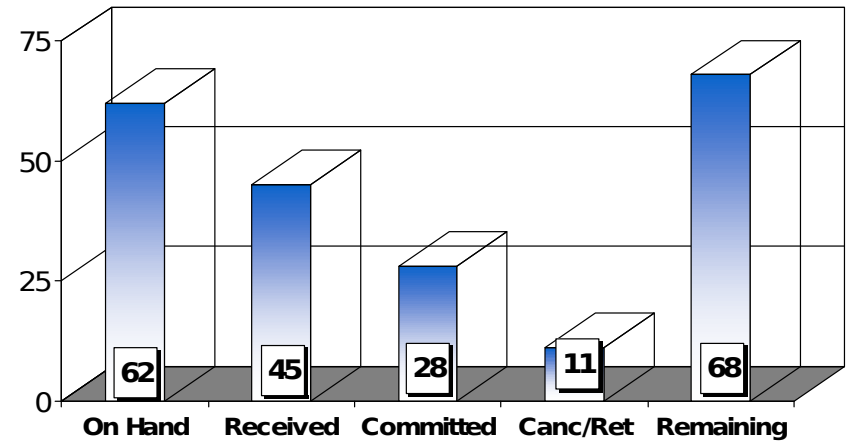
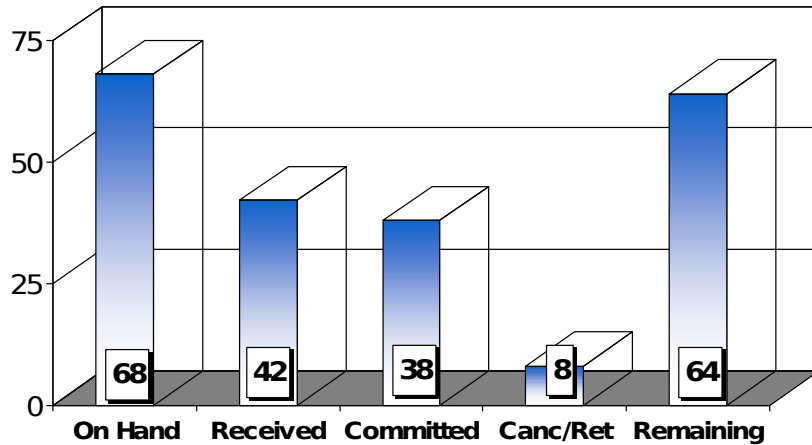
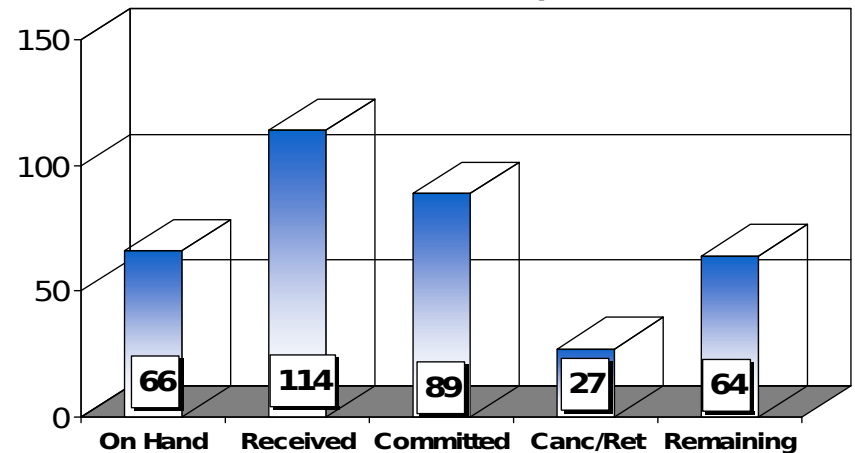
# TOPIC: Recruitment Activity - Jobs Filled - All Served

2ND QTR-  
FY00

PROPONENT: WCPOC - SSD



**ANALYSIS:** During the quarter 1,212 positions were committed - 823 through competitive procedures, 42 through PPP and 347 through other non-competitive sources. Of the 827 actions remaining at the end of the quarter, 508 have referrals issued, 85 have PPP issues working and 234 are pending referral.

**TOPIC:****Recruitment Activity - Jobs Filled - Madigan Army Medical Center****2ND QTR-****PROPONENT: WCPOC - SSD****FY00****Jan****Feb****Mar****2nd Qtr****ANALYSIS:**

During the quarter, 89 positions were committed - 80 through competitive procedures, 4 through PPP and 5 through other non-competitive sources. Of the 64 remaining actions at the end of the quarter, 35 have referrals issued and 29 are pending referral.



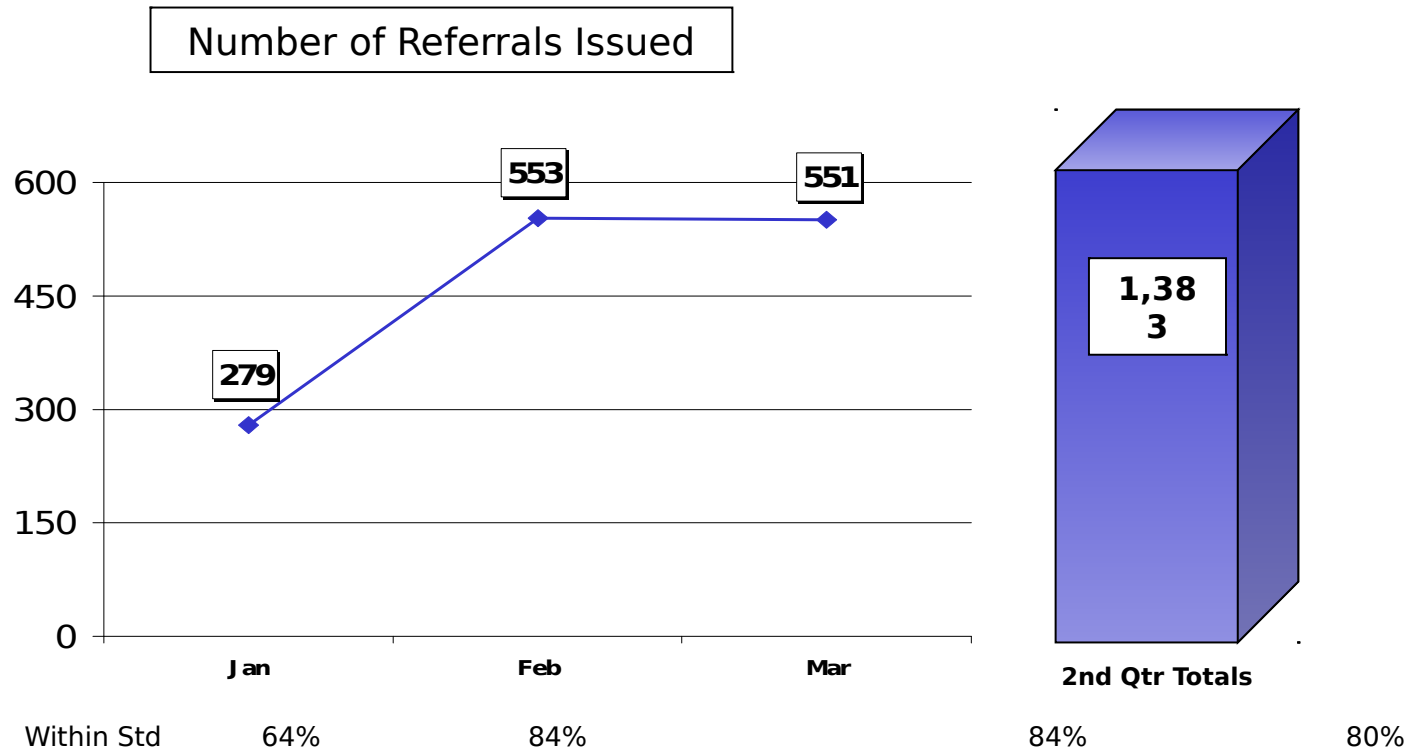
**TOPIC:** Referral Lists Issued - All Serviced

**2ND QTR-  
FY00**

**PROPONENT:** WCPOC - SSD

**STANDARD:** Resumix: 5 Calendar Days from Date Received in SSD  
DEU: 36 Calendar Days from Date Received in SSD

**ASSESSMENT:** Amber



**ANALYSIS:** Referral timeliness remained unchanged at 80%. The number of referrals issued increased significantly, from 953 last quarter to 1383 this quarter, a 45% increase. The increase in referrals issued is due to a steady increase of recruits in February and March for several CPACs, implementation of the summer hire program at Fort Lewis and recruiting efforts to fill Engineer Interns at Yuma Proving Ground.

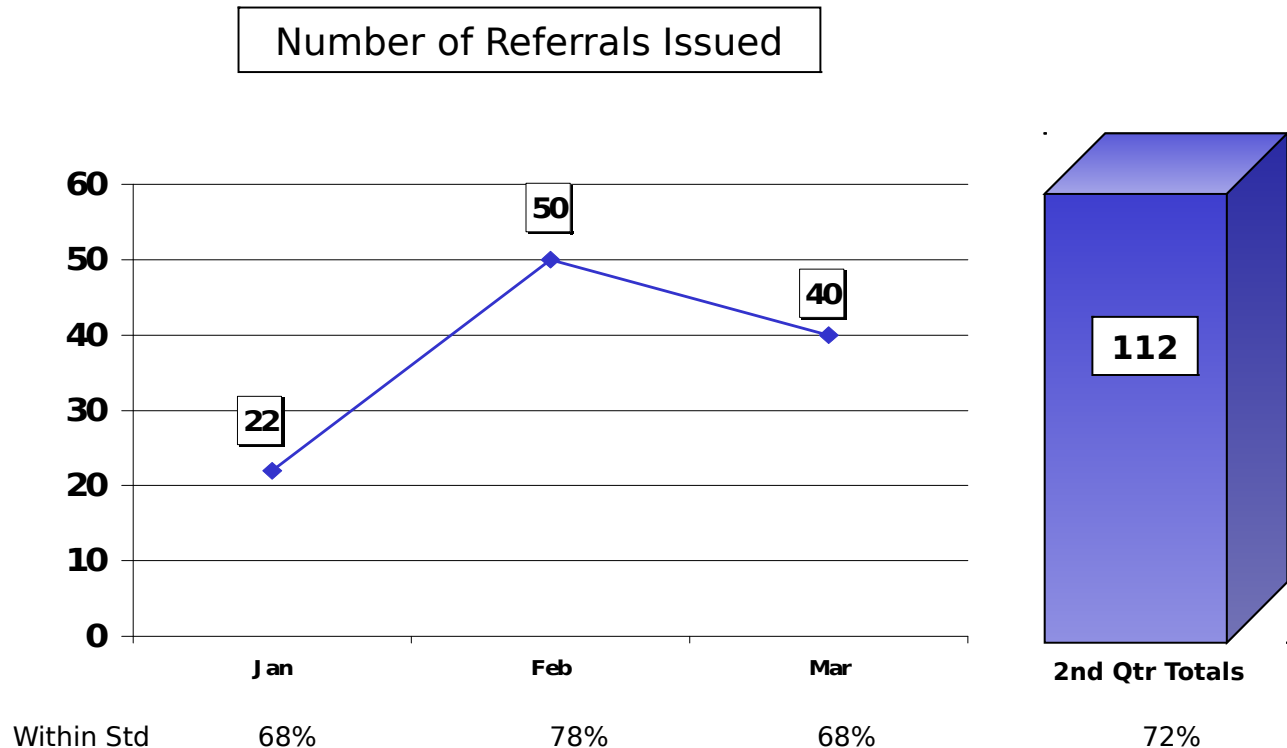


**TOPIC:** Referral Lists Issued - Madigan Army Medical Center 2ND QTR-  
FY00

**PROPONENT:** WCPOC - SSD

**STANDARD:** Resumix: 5 Calendar Days from Date Received in SSD  
DEU: 36 Calendar Days from Date Received in SSD

**ASSESSMENT:** Red



**ANALYSIS:** Referral timeliness has slightly decreased from 76% last quarter to 72% this quarter. The decrease is due to the difficulty in filling hard-to-fill medical positions. A significant number of these positions are recruited by the NECPOC Medical Cell. Improved referral timeliness is expected with continued emphasis on outreach efforts between CPOC, CPAC, and management.

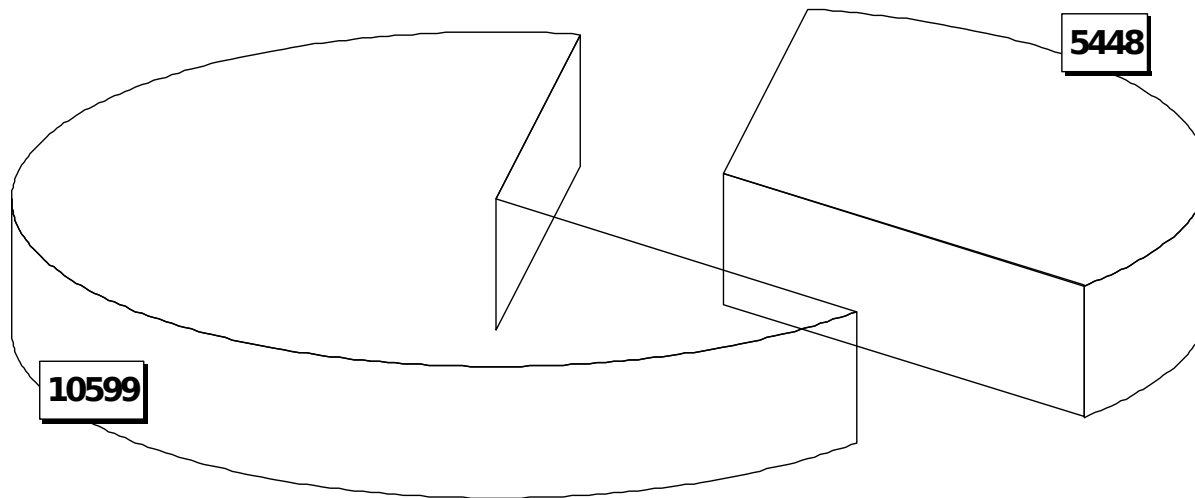


**TOPIC:****Total Resumes in Resumix Database - All Serviced****2ND QTR-  
FY00****PROPONENT: WCPOC - SSD**

External Applicants

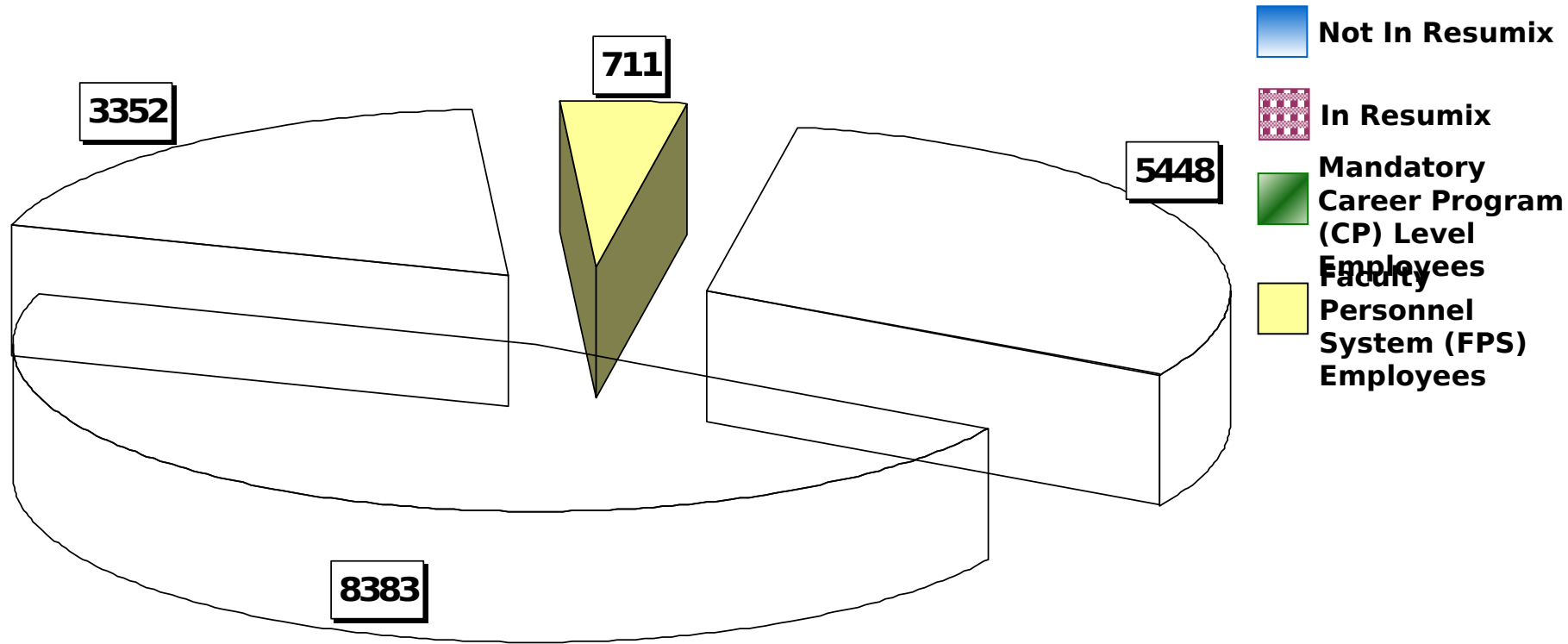


Internal Applicants

**Total Applicants in Resumix : 16,047****ANALYSIS:**

The total number of resumes in the database increased by a net of 26 resumes from last quarter. The total number of external applicants decreased by 531 (5%), due to purging resumes of external resumes that were over 6 months old, while the number of internal applicants increased by 557 (11%). The overall increase is due to continued efforts of the CPACs to encourage applicants and employees to submit their resumes, as well as additional Resumix training, applicant responses from our web site, and dissemination of WCPOC announcements on OPM's USAJOBS and on the Army's web site.



**TOPIC:****Internal Resumes in Resumix Database - All Served****2ND QTR-  
FY00****PROPOSER: WCPOC - SSD**

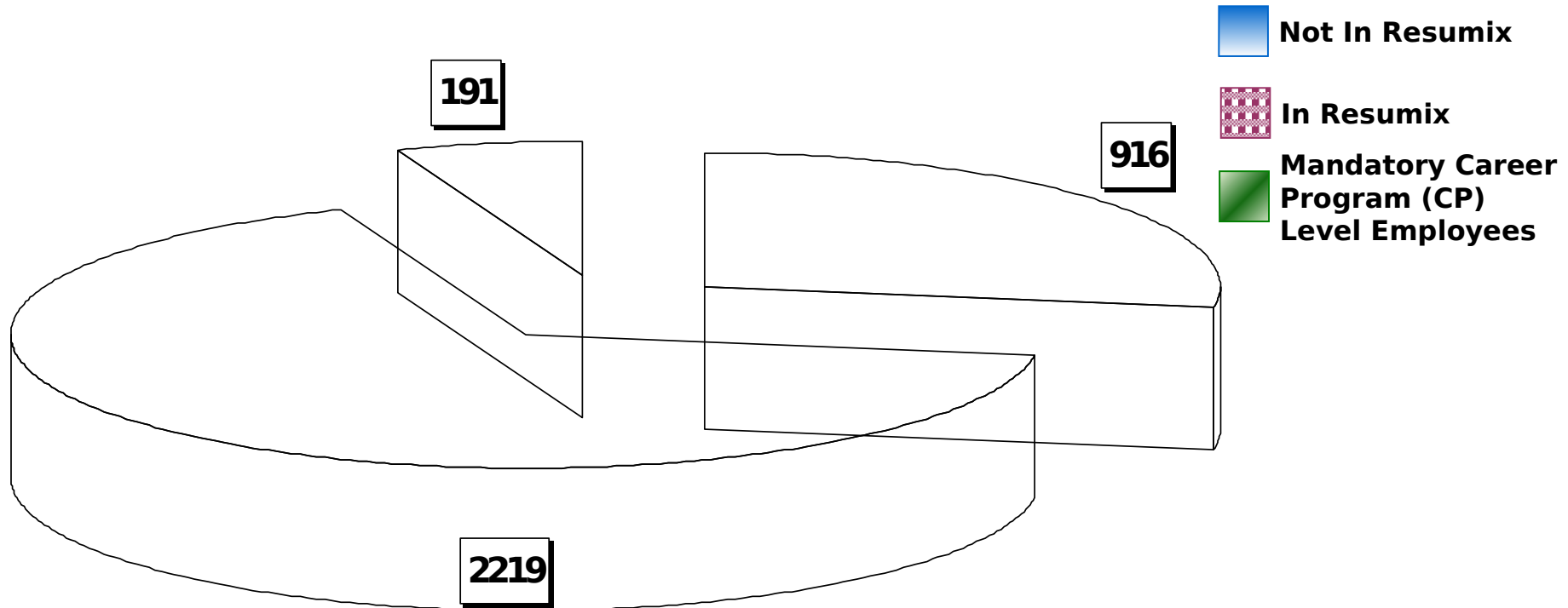
Total Population: 17,894

# in Resumix (excludes mandatory CP level and FPS employees): 5,448 (39%)



**ANALYSIS:** Thirty-nine percent of the current serviced population has submitted resumes to the Resumix database, an improvement over the 35% reflected last quarter. Additional Resumix coaches' training, as well as expanded outreach efforts, were completed by several of the CPACs during this quarter. This is expected to ensure the continued positive upward trend of Resumix applications in the database.

<b>TOPIC:</b> Internal Resumes in Resumix Database - Fort Lewis	<b>2ND QTR-FY00</b>
<b>PROPONENT:</b> WCPOC - SSD	



Total Population: 3,326

# in Resumix (excludes mandatory CP level employees): 916 (29%)

**ANALYSIS:** Twenty-nine percent of the current serviced population has submitted resumes under Resumix procedures, up from 26% last quarter. Increased emphasis by management encouraging employees to participate in Resumix should continue an upward trend.



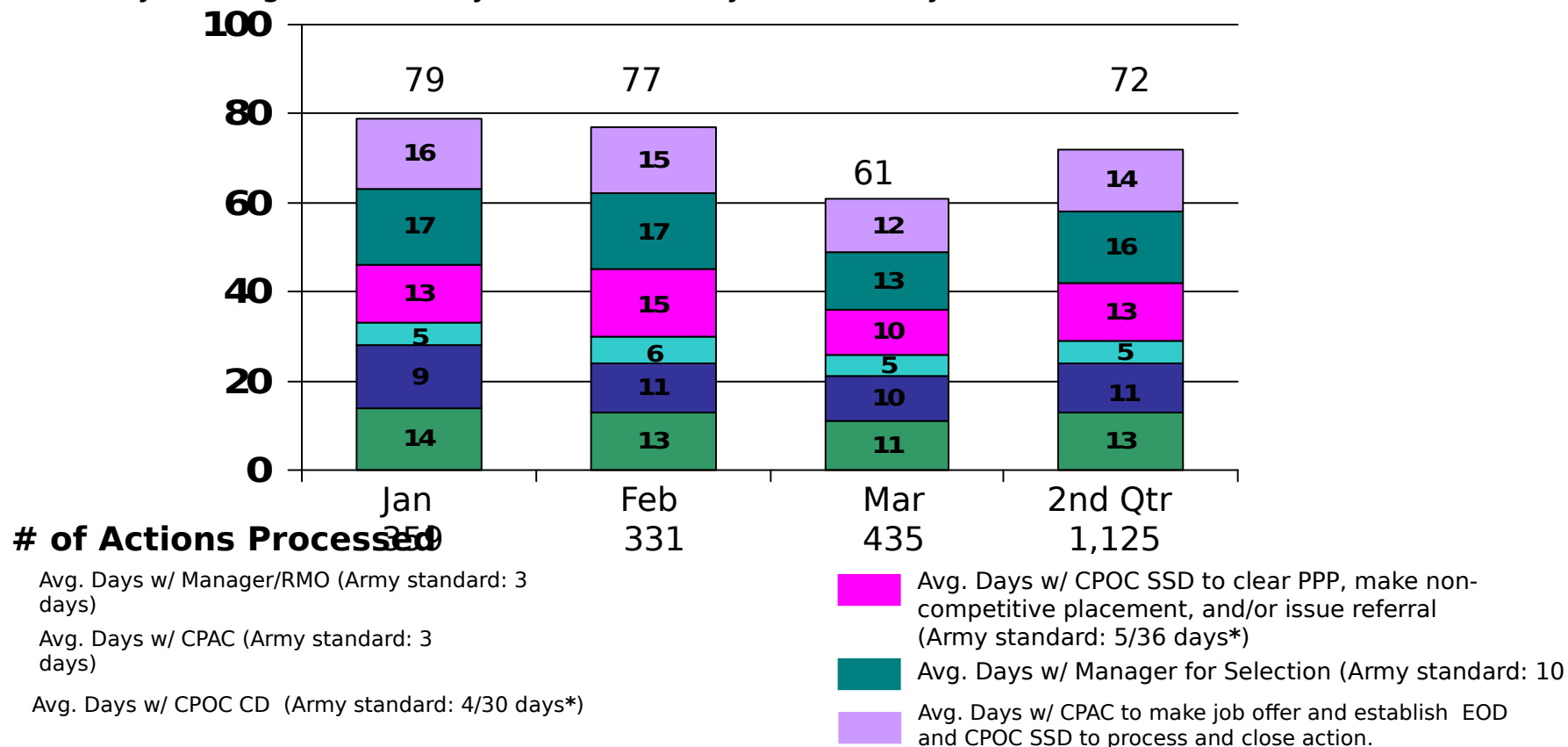


# TOPIC: Avg Processing Time - Recruitment Actions - All Serviced (From Initiation to Closure)

2ND QTR-  
FY00

PROPONENT: West Region Partners

Army Average 105 Days 107 Days 114 Days



\*standard varies with type of action/referral

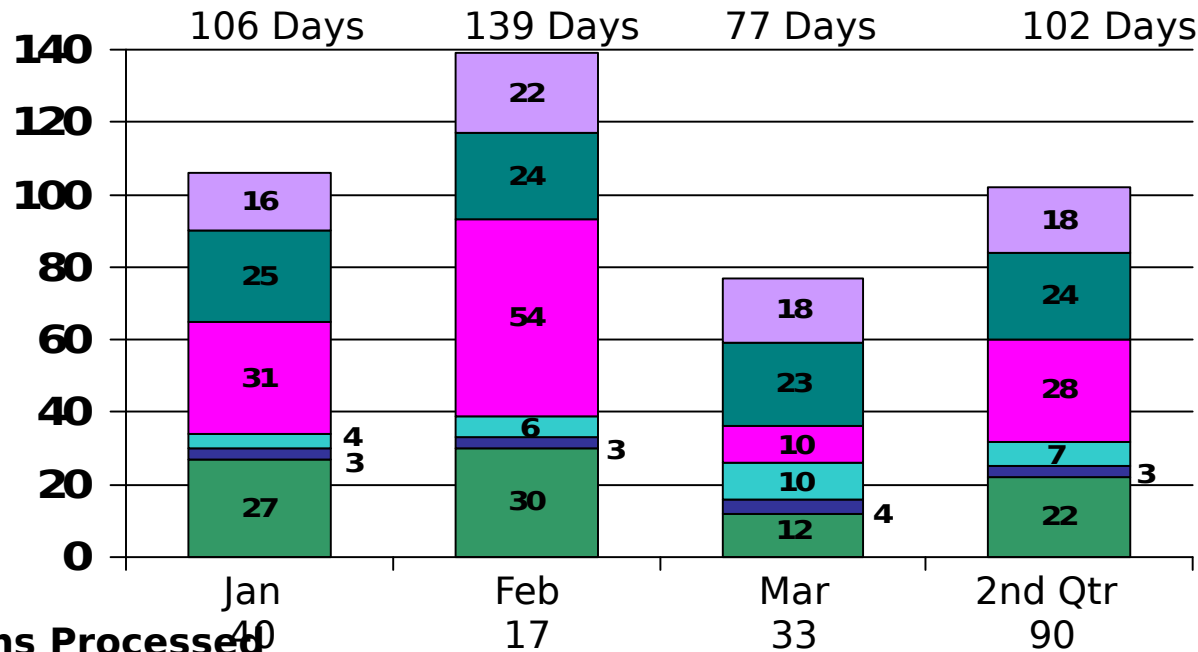
**ANALYSIS:** During the quarter 1125 recruitment actions were processed, up 10% from last quarter's 1025. The average time to process actions from initiation to closure increased to 72 days (64 days last quarter). West Region compares favorably with overall DA performance; fill time in January, February, and March respectively was 25%, 28%, and 46% below that of the overall Army fill time. When compared to the Army average, our fill time is excellent, but there is still room for improvement. It is important to note that of the 1125 actions processed this quarter, 334, or 30% were noncompetitive actions that required no referral and therefore no management time for selection. Efforts by all partners must continue to improve both the quality of the process and the timeliness of filling positions.



# TOPIC: Avg Processing Time - Recruitment Actions - Madigan Army Medical Center (From Initiation to Closure)

2ND QTR-  
FY00

PROPONENT: West Region Partners



## # of Actions Processed

- Avg. Days w/ Manager/RMO (Army standard: 3 days)
- Avg. Days w/ CPAC (Army standard: 3 days)
- Avg. Days w/ CPOC CD (Army standard: 4/30 days\*)

- Avg. Days w/ CPOC SSD to clear PPP, make non-competitive placement, and/or issue referral (Army standard: 5/36 days\*)
- Avg. Days w/ Manager for Selection (Army standard: 10 days)
- Avg. Days w/ CPAC to make job offer and establish EOD and CPOC SSD to process and close action.

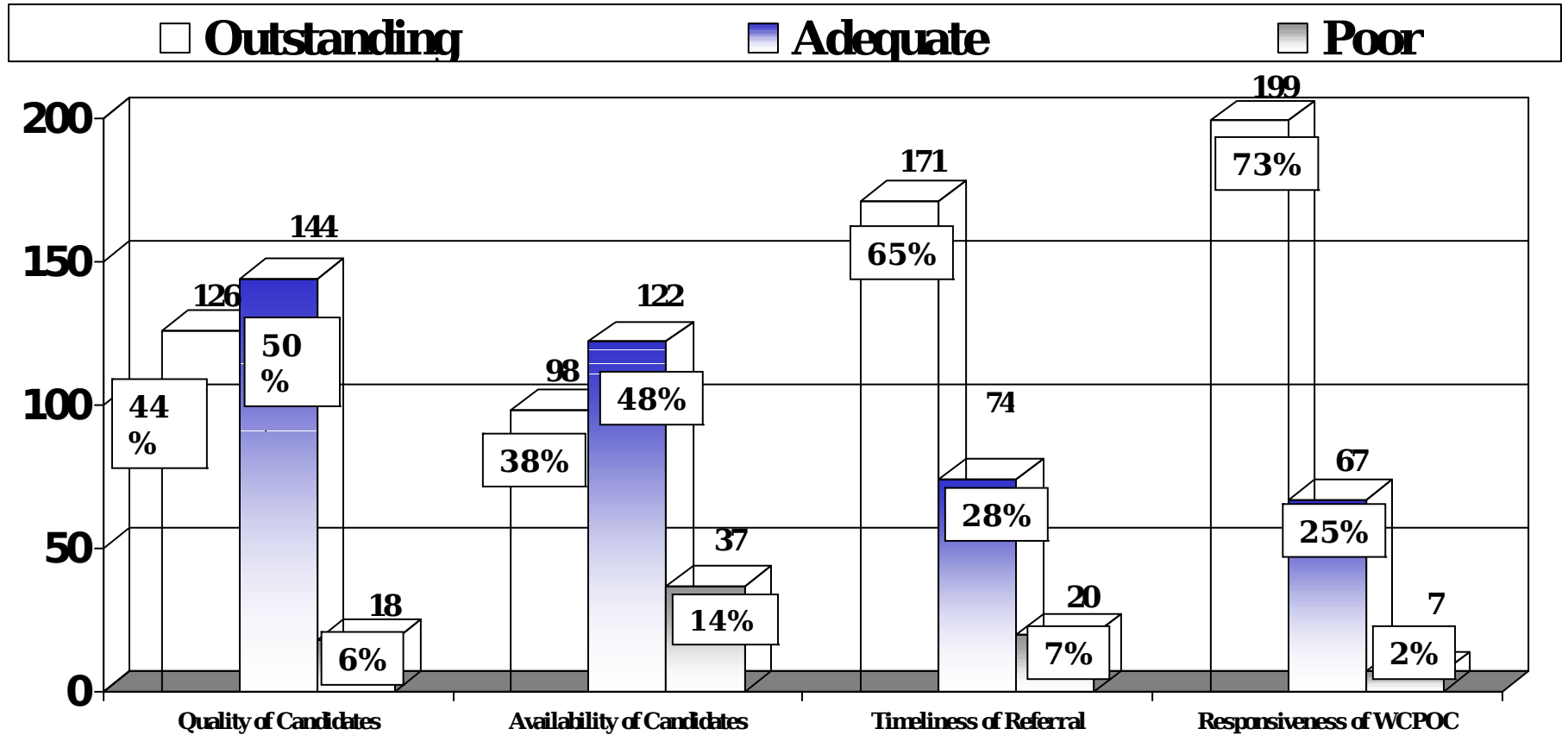
\*standard varies with type of action/referral

## ANALYSIS:

Ninety actions were closed this quarter in an average of 102 days from initiation by the manager to closure, an increase from 88 days last quarter. Of the 90 actions processed, 5, or 6%, were noncompetitive actions requiring no management time for selection. The average days with CPOC SSD has increased from 22 days last quarter to 28 days this quarter. With the continuing effort on the part of the CPAC/CPOC/MAMC Management partnership to explore and develop recruitment strategies to attract well qualified candidates for hard to fill medical positions, the timeliness of fill actions is expected to improve. CPAC is doing an exceptional job of moving actions to the CPOC!



<b>TOPIC:</b>	<b>Management Feedback on Resumix Referrals -</b>	<b>THRU THE END OF 2ND QTR-FY00</b>
<b>PROPONENT:</b>	<b>WCPOC - S&amp;B Serviced</b>	

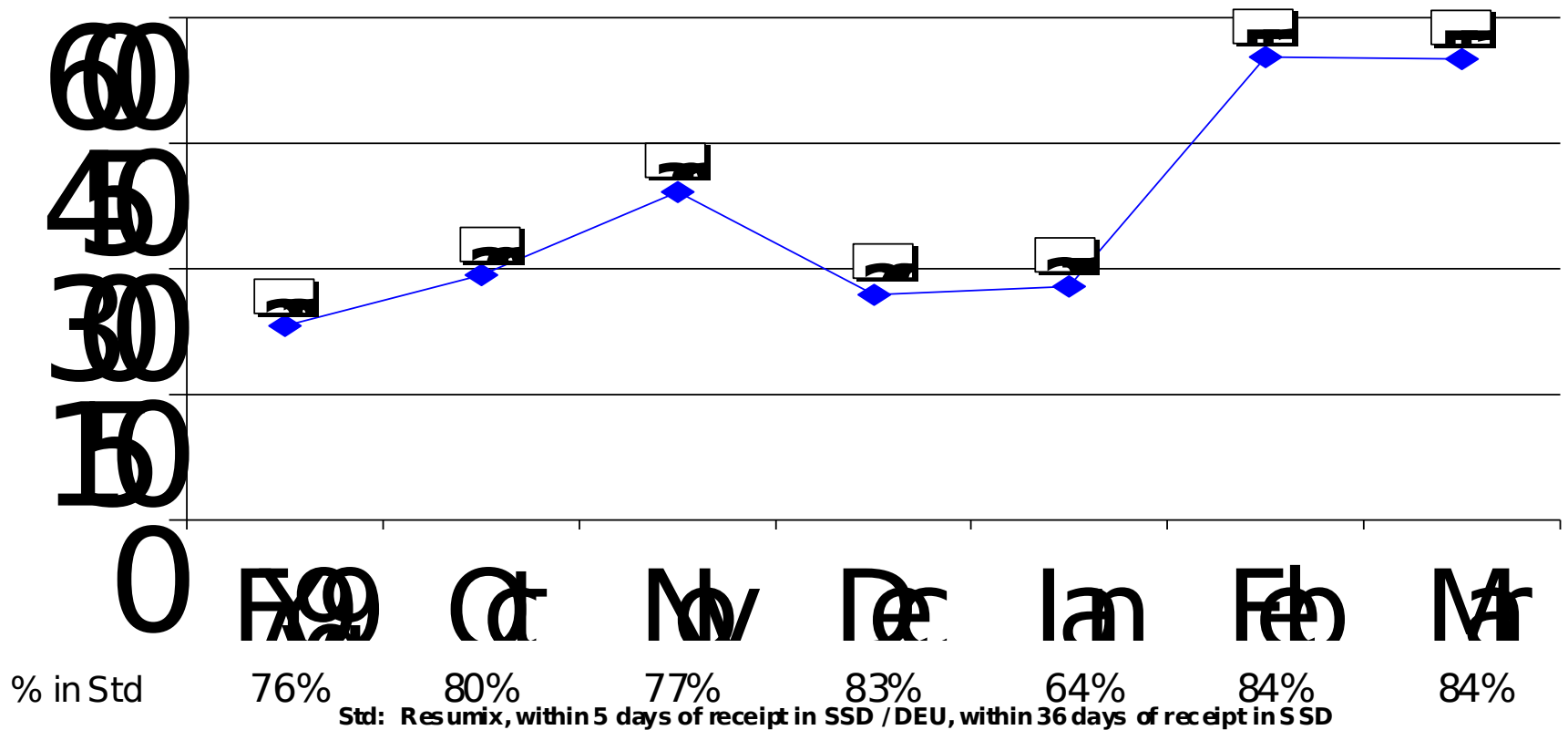


**# Feedback Forms:**  
**Forwarded to Management = 1120    Returned to CPOC = 293**

**ANALYSIS:** Selecting officials receive a feedback form with each referral list. Twenty-six percent were returned this reporting period. In all four categories there has been a slight decrease in the poor ratings as well as a slight increase in the outstanding rating. Overall, the feedback forms returned continue to indicate a high level of satisfaction with Resumix referrals.



<b>TOPIC:</b>	<b>Referral Lists Issued - All Serviced</b>	<b>FY00</b>
<b>PROPONENT:</b>	<b>WCPOC - SSD</b>	

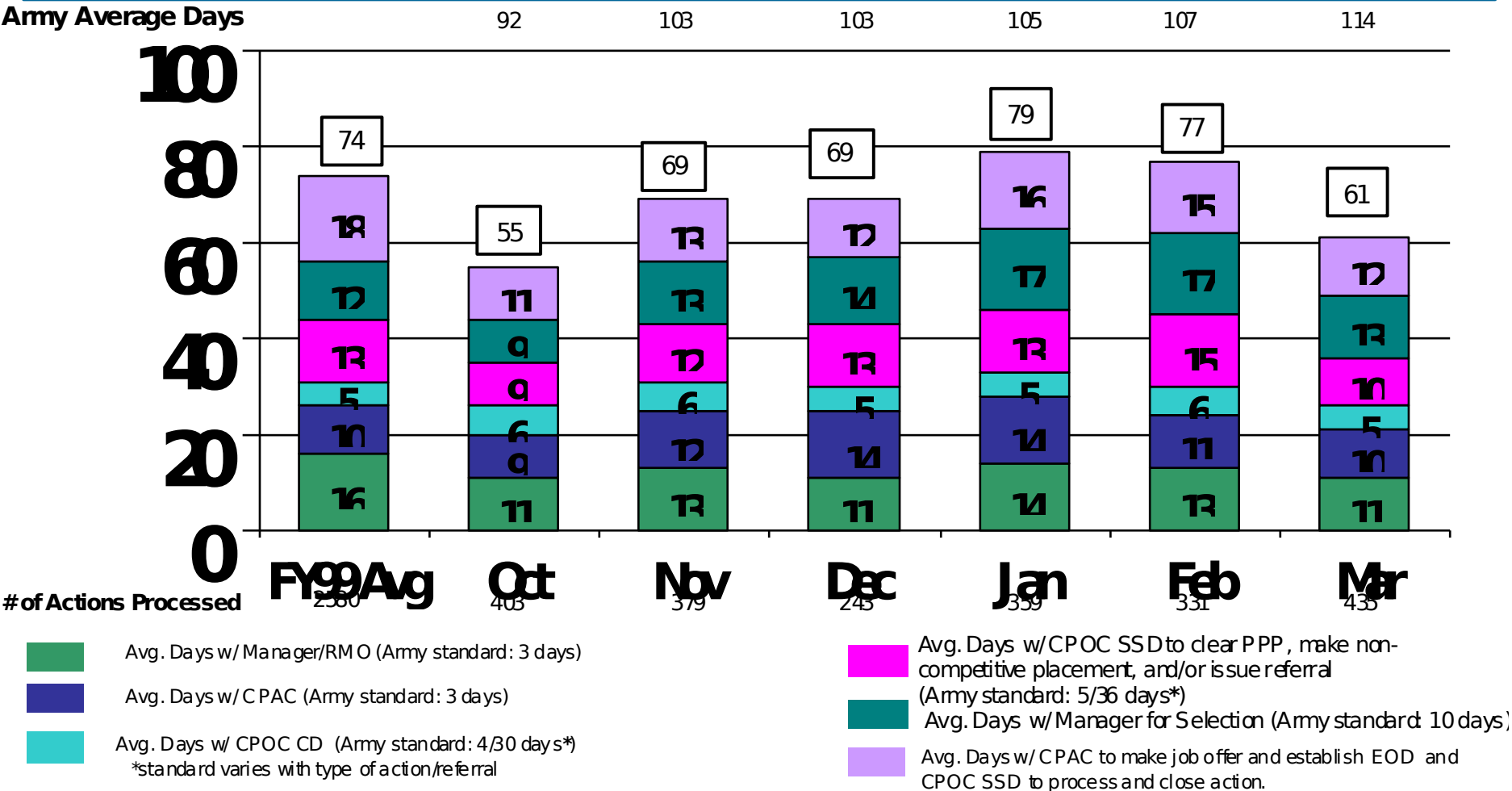


#### ANALYSIS:

The percent of referrals in standard remained steady throughout the period except for a dip to 64% in January. The significant increase in the number of referrals issued in February and March is due to a steady increase of recruit actions at several installations, coupled with a decrease in PPP matches, summer hire referrals at Fort Lewis, and a thrust to fill Engineer Intern positions at Yuma Proving Ground. The percent of referrals in standard compares favorably with the FY99 average of 76% in



<b>TOPIC:</b>	<b>Avg Processing Time - Recruitment Actions - (From Initiation to Closure)</b>	<b>FY00</b>
<b>PROPONENT:</b>	<b>West Region Partners</b>	<b>All Serviced</b>



**ANALYSIS:** The number of recruit actions processed dipped in December, but ended with a high of 435 in March. Average processing time (from initiation of the PERSACTION by the manager to closure) in the West Region was below the overall Army average throughout the period. Average fill time fluctuated between 55 and 79 days.

# SECTION 4

## Processing Personnel Actions

Proponent: WCPOC, Staffing Services Division

Sub-Section	Topic	Remarks
A	Non-Recruitment Actions Processed	Illustrates processing timeliness and volume of personnel actions processed through PERSACT – to include such actions as resignations, retirements, name changes, and other non-competitive actions.
B	Awards Processed	Presents a picture of the volume and value of awards processed.
C	FY00 Trends	Provides analysis of volume and timeliness of work for the FY to date.



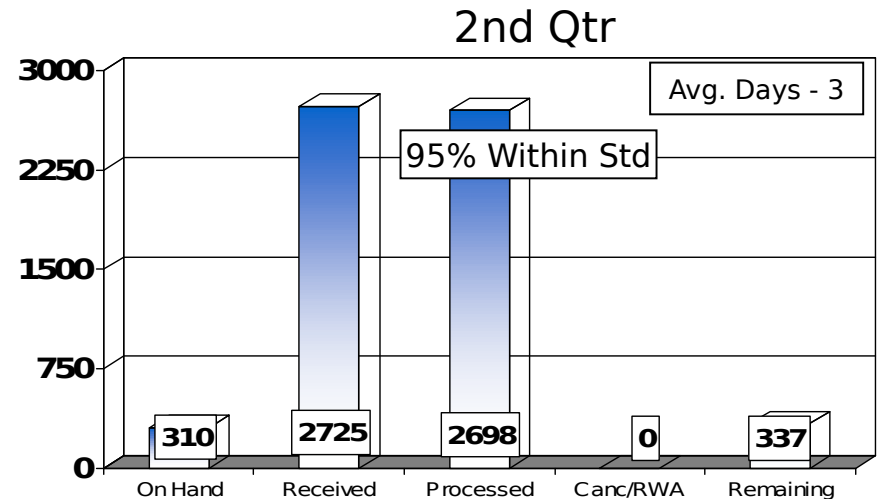
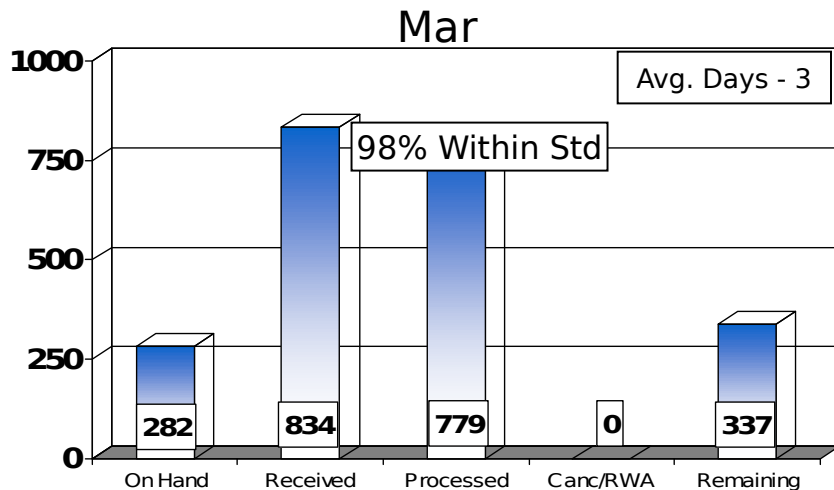
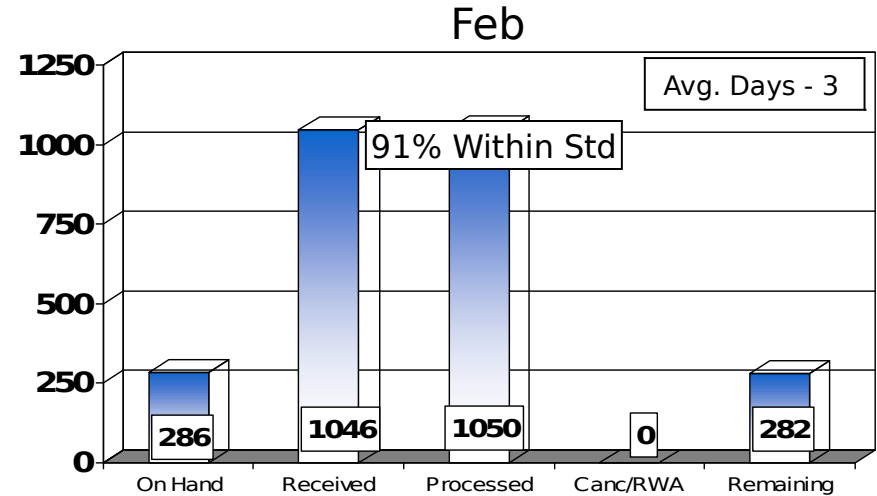
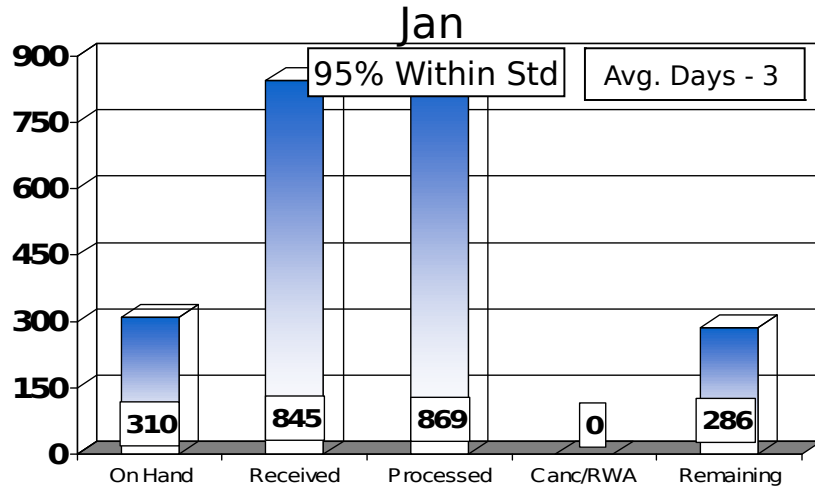
**TOPIC:** Non-Recruitment Actions Processed - All Serviced

**PROPONENT:** WCPOC - SSD

**STANDARD:** 5 Calendar Days Avg. from Date Rec'd in SSD

**2ND QTR-FY00**

**ASSESSMENT:** Green



**ANALYSIS:** Non-recruitment actions processed within 5 days of receipt in SSD has remained the same as last quarter at 95%. The overall average time to process actions also remains the same at 3 days.



## TOPIC:

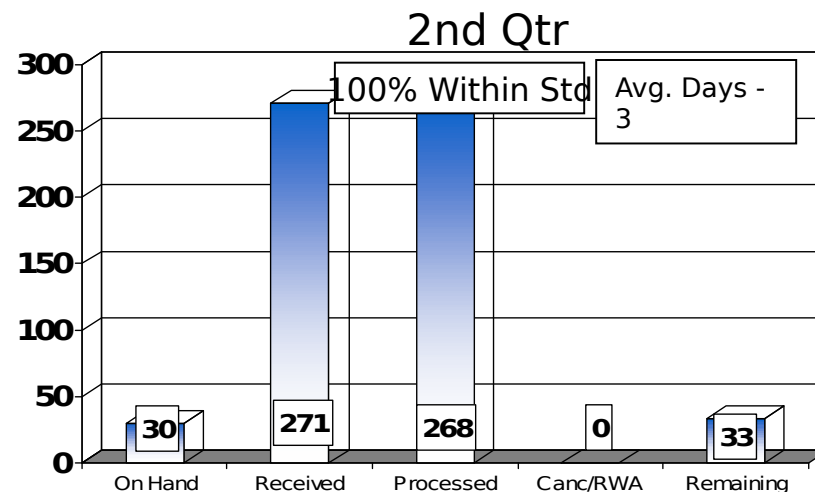
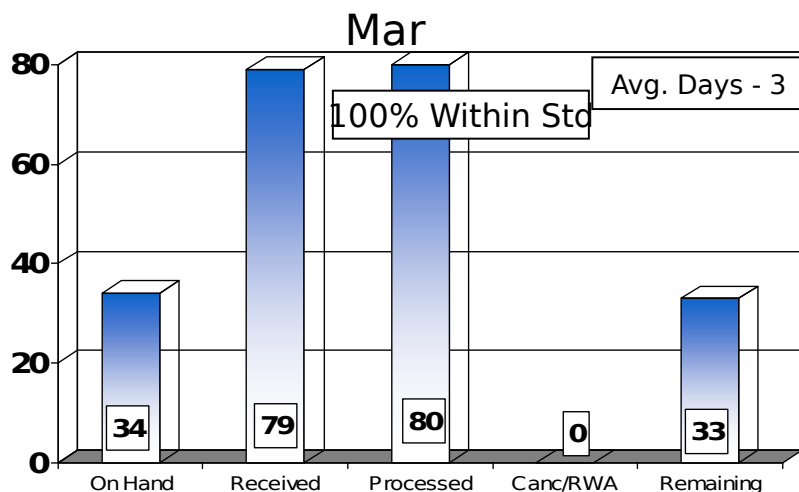
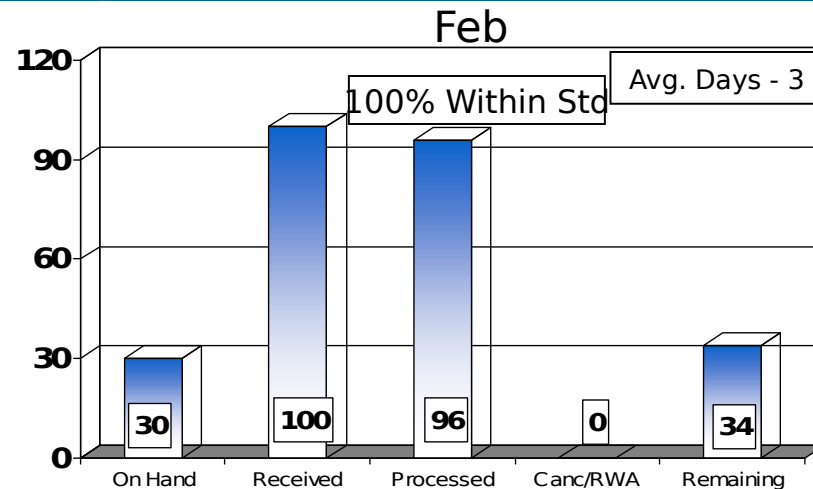
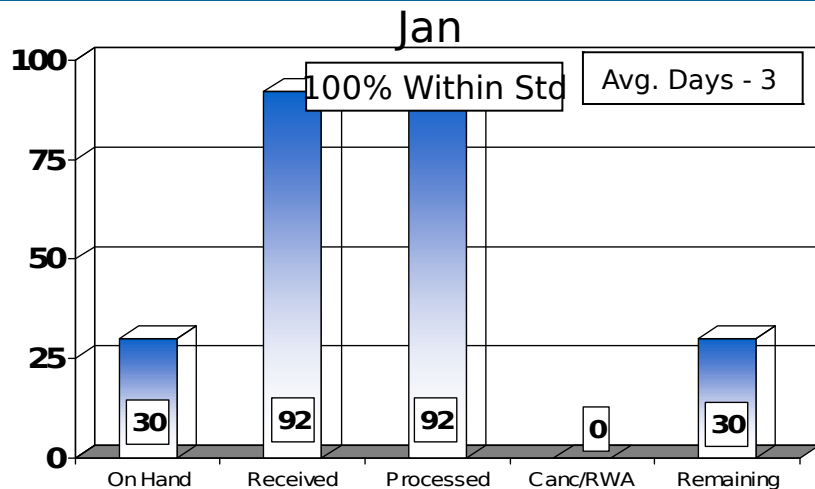
Non-Recruitment Actions Processed - Madigan Army Medical Center

2ND QTR-  
FY00

PROPONENT: WCPOC - SSD

ASSESSMENT: Green

STANDARD: 5 Calendar Days Avg. from Date Rec'd in SSD



## ANALYSIS:

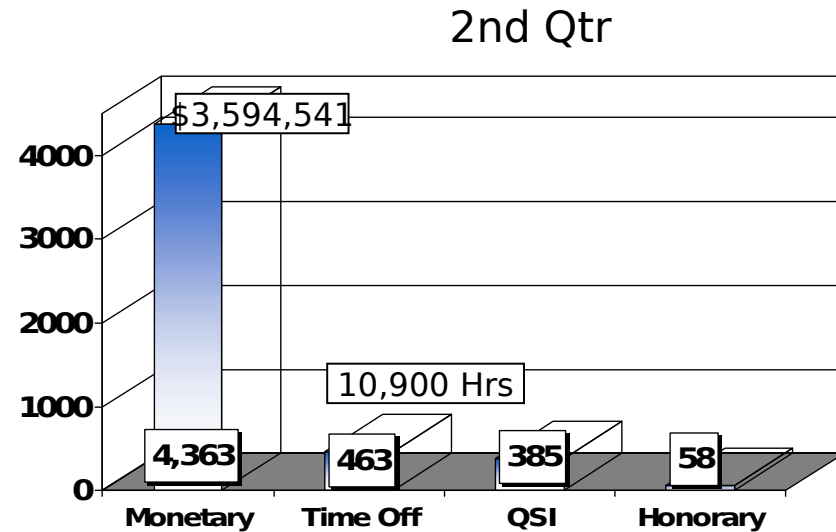
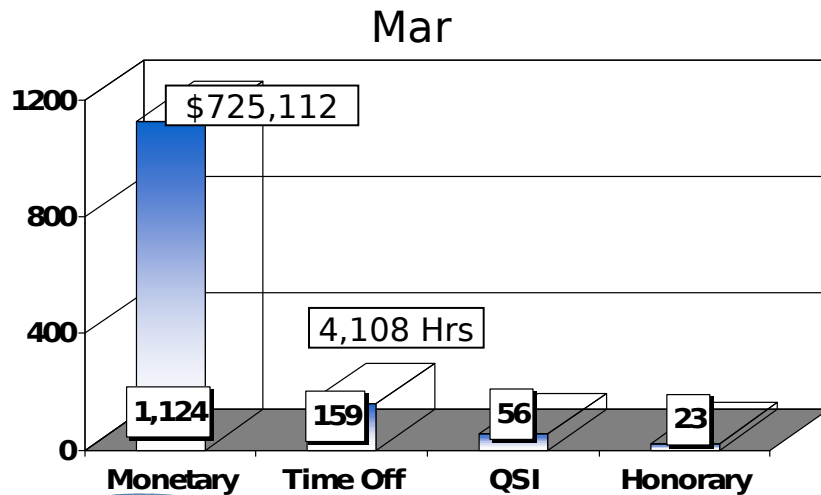
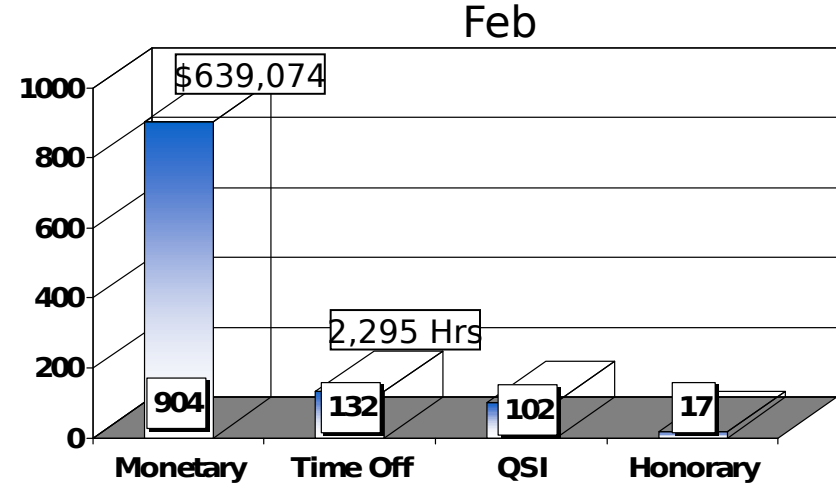
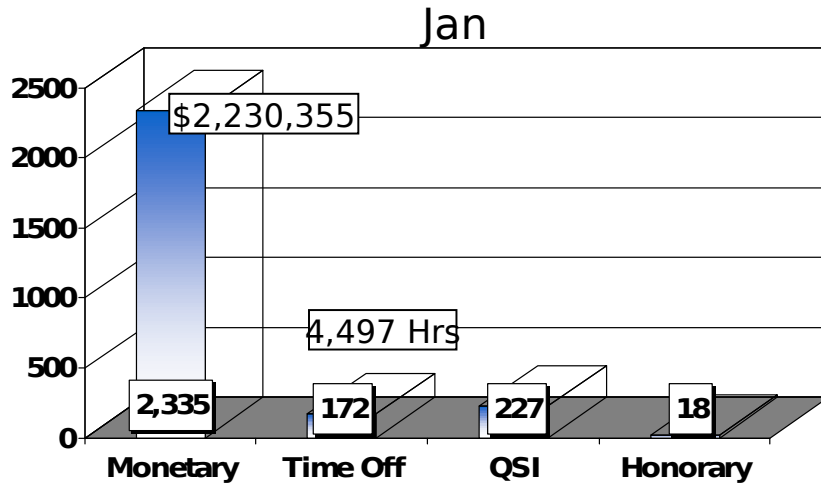
One hundred percent of all non-recruitment actions were processed within 5 days of receipt in SSD, a slight improvement from 98% last quarter. The overall average time to process actions was 3 days. This high level of performance is expected to continue.

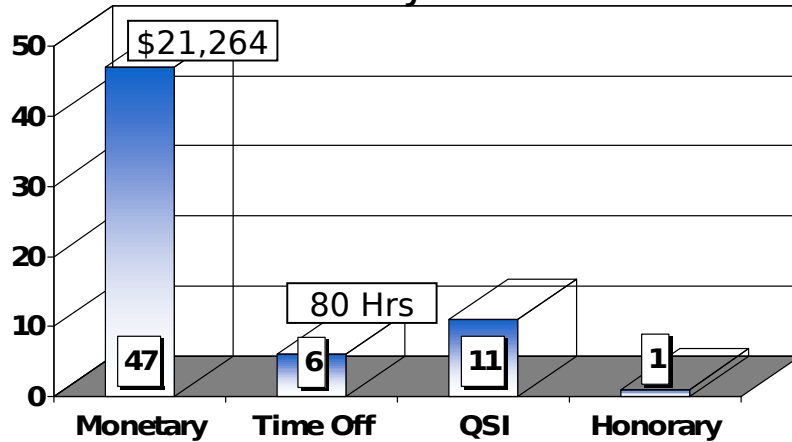
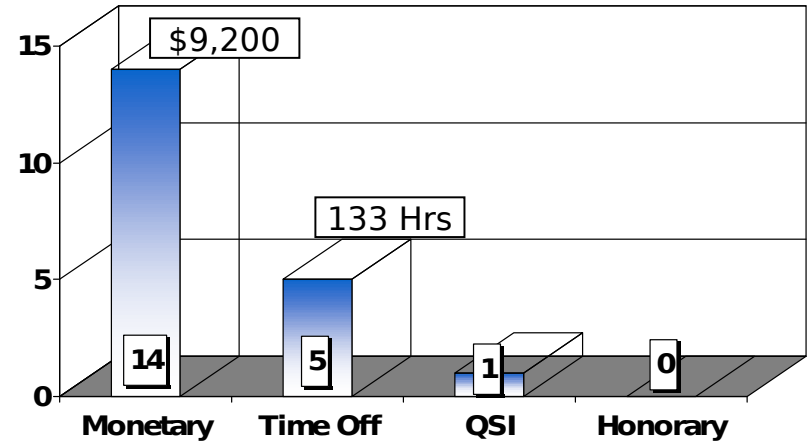
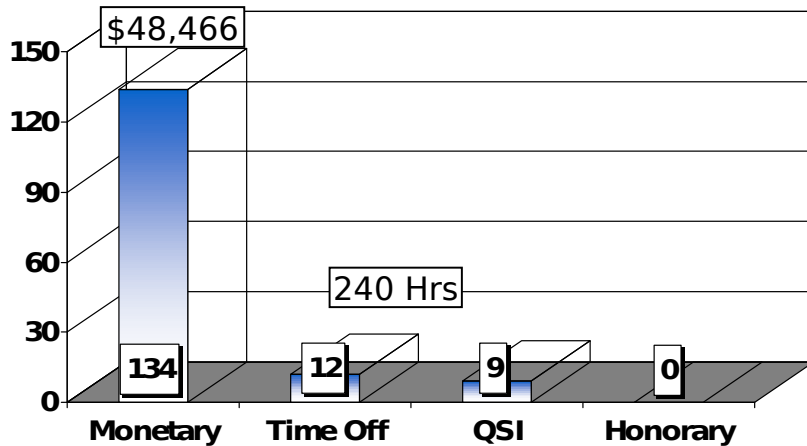
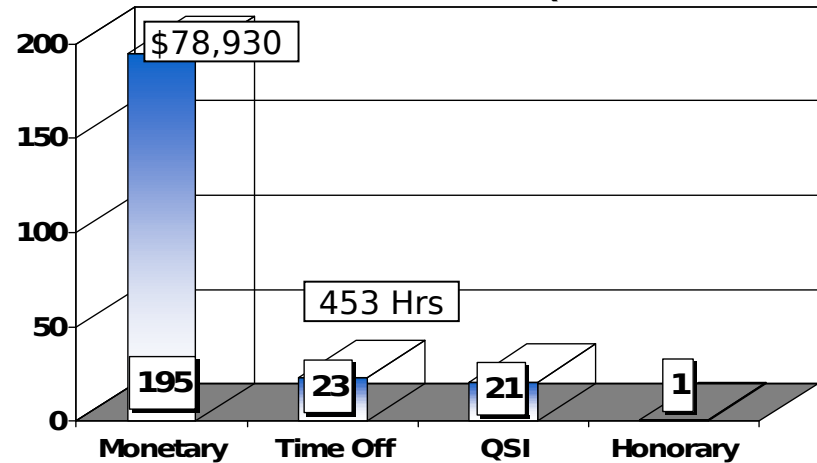


**TOPIC:** Awards Processed - All Serviced

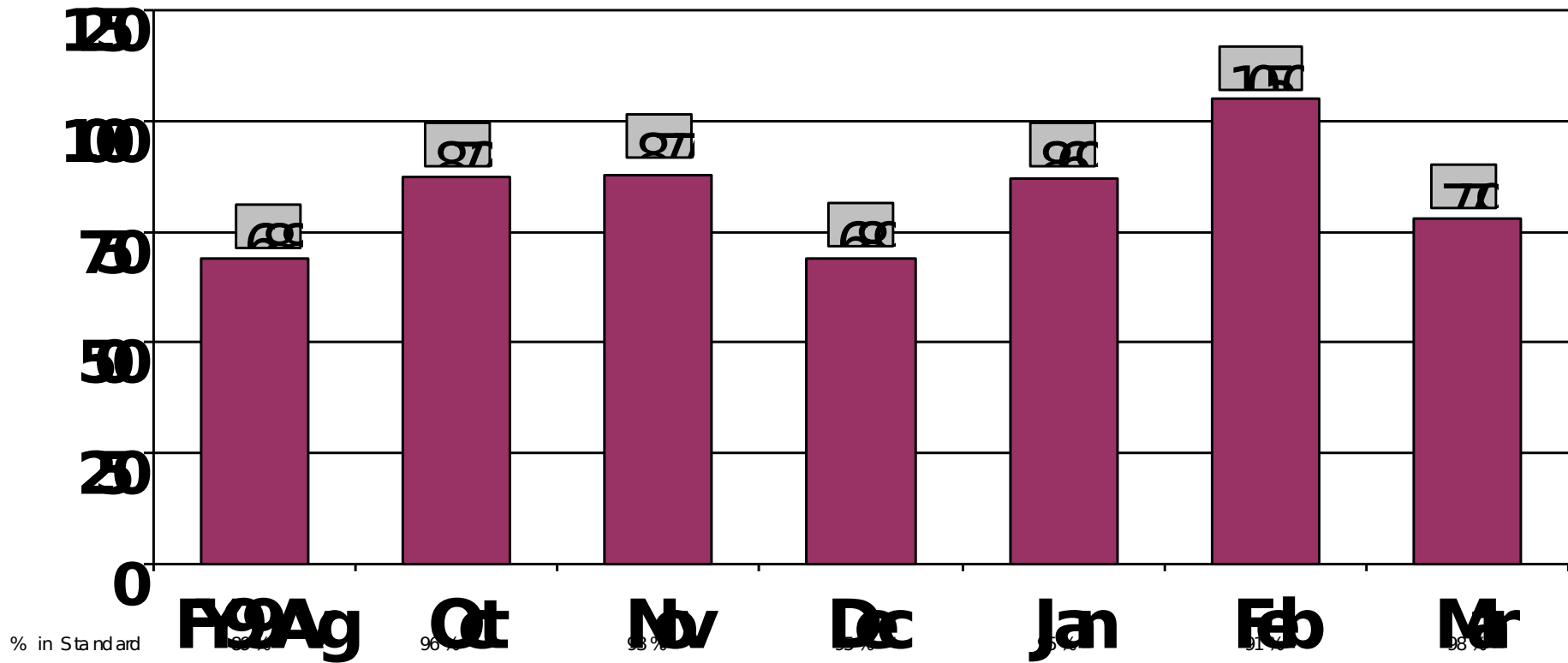
**2ND QTR-  
FY00**

**PROPONENT:** WCPOC - SSD



**TOPIC:****Awards Processed - Madigan Army Medical Center 2ND QTR-****PROPONENT: WCPOC - SSD****FY00****Jan****Feb****Mar****2nd Qtr**

<b>TOPIC: Trends - Non-Recruitment Actions Processed</b> <b>All Served</b>		<b>FY00</b>
<b>PROPONENT: WCPOC - SSD</b>		



Std: 5 Calendar Days from Date Received in SSD

**ANALYSIS:**

The number of non-recruitment actions processed fluctuated from a low of 689 to a high of 1050. Percentage within standard stayed consistently over 90% with an average of 95% for this period, above the FY99 average of 89%.



# SECTION 5

## Processing Pay Inquiries

### Proponent: West CPOC

Sub-  
Section

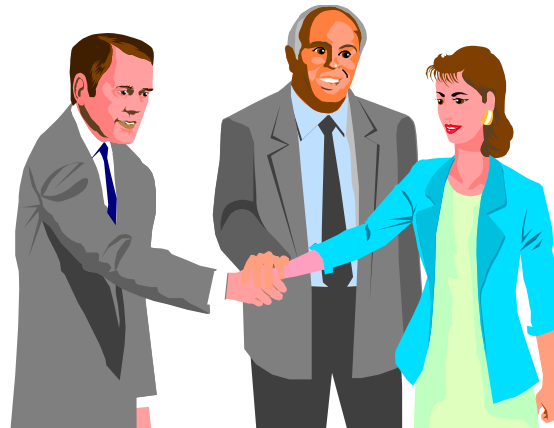
N/A

Topic

Pay I nquiries

Remarks

Depicts pay inquiries submitted to the Payroll Resolution Team (PRT) for resolution.



**TOPIC:**

**Pay Inquiries Submitted to the  
Payroll Resolution Team (PRT) - All Serviced**

**2ND QTR-  
FY00**

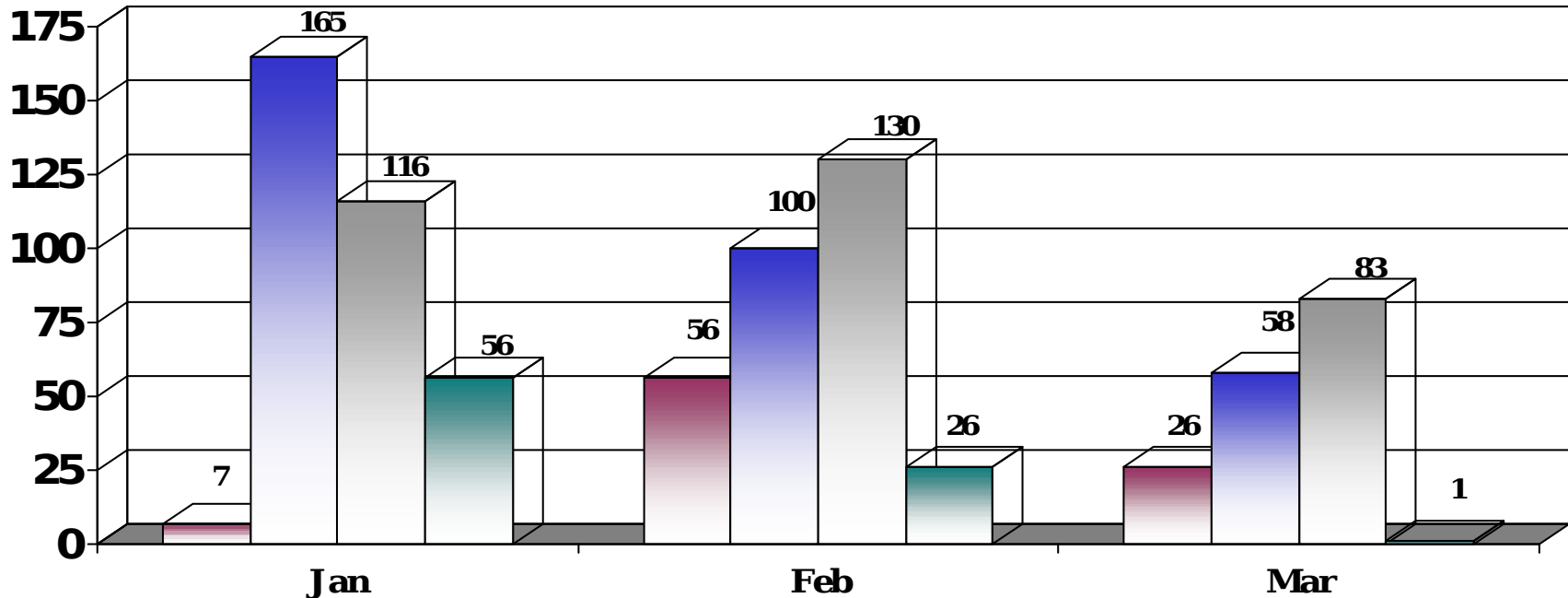
**PROPONENT: WCPOC**

 **On Hand**

 **Received**

 **Completed**

 **Balance**



## ANALYSIS

Three hundred twenty-three inquiries were received during the second quarter and all but seven were resolved within two weeks of receipt in the CPOC. A pay inquiry occurs when the employee, the CPAC, or DFAS contacts the CPOC with an identified problem, request for verification or information that has the potential to change or affect an employee's income or benefits. These could include situations where an employee received a promotion, but the new salary is not reflected on their Leave and Earning Statement; a new employee is not in the payroll database for timecard entry; or the correct amount is not being deducted for an employee's elected benefits. The 323 pay inquiries represent 1.8 problems per 100 employees in the serviced population, an increase from .9 problems per 100 employees last quarter. One hundred twenty-nine or 40% of the inquiries concerned the Corps of Engineers Power Trades pay adjustment retroactive to 23 May 1999. The Power Trades pay adjustment was effective in May 1999, but the pay tables were not received until January 2000. All personnel actions (i.e. promotion, detail, change in work schedule, etc.) that were processed with an effective date between 23 May 1999 and January 2000 when the new pay tables were received had to be corrected to reflect the correct pay relevant to the action. In addition, DFAS has to audit all the files to assure employees received the correct amount of retroactive wages. Because of the required corrections and audits, many employees did not receive the money due them in a timely manner. Additionally, pay and personnel systems interface problems were responsible for well over half the pay adjustment problems.



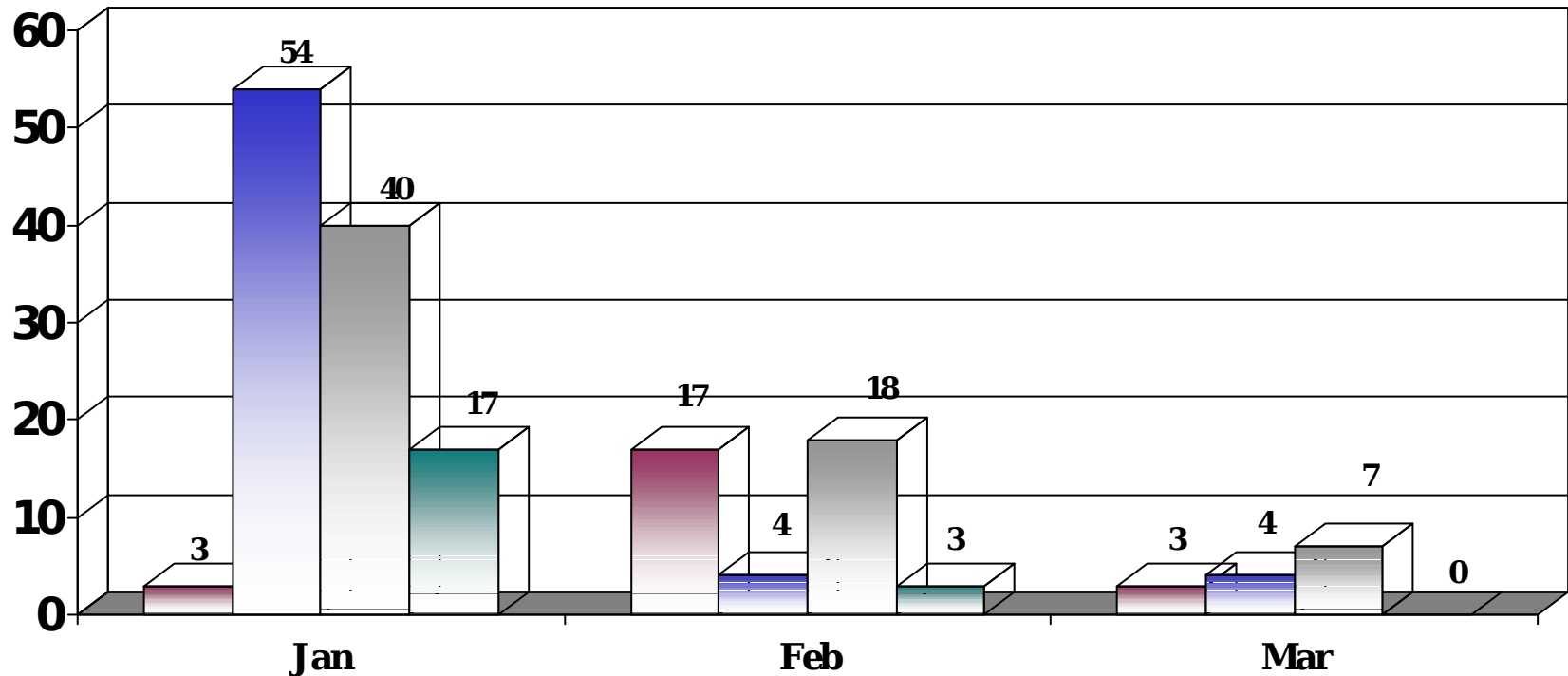
**TOPIC:**

**Pay Inquiries Submitted to the  
Payroll Resolution Team (PRT) - Fort Lewis**

**2ND QTR-  
FY00**

**PROPONENT: WCPOC**

**On Hand      Received      Completed      Balance**



**ANALYSIS:** During the second quarter, 62 pay inquiries were received; an increase from 49 received last quarter. All but one of the inquiries were resolved within two weeks of receipt in the CPOC. There was a delay pending receipt of the employee's Official personnel Folder (OPF) so that their highest previous rate could be verified and utilized in setting pay. The number of inquiries received compared to the serviced population (1.9 problems per 100 employees) continues to be high. An analysis of the problems was conducted revealing that 62% of the problems resulted from systems interface problems. Working together, the DFAS office and the CPOC resolved the problems, ensuring the employees were paid correctly.

# SECTION 6

## Personnel Action Quality Review

Proponent: WCPOC, Staffing Services Division

Sub-Section	Topic	Remarks
N/A	Personnel Action Quality Review	Provides information on quality review of SF50s produced in a four-week test period.



<b>TOPIC:</b>	<b>Personnel Action Quality Review</b>	<b>30 Jan - 26 Feb 00</b>
<b>PROPONENT:</b>	<b>WCPOC - SSD</b>	

<b>CPAC</b>	<b>#of SF50's Produced</b>	<b>% of Total</b>	<b>#with Errors</b>	<b>% with Errors</b>
COE, Portland	626	16%	6	1%
COE, Seattle	251	6%	0	0%
COE, SPD	633	16%	5	1%
COE, Walla Walla	313	8%	49	16%
Dugway Proving Ground	118	3%	1	1%
Fort Huachuca	389	10%	0	0%
Fort Irwin	133	3%	0	0%
Fort Lewis	627	16%	0	0%
POM & DLI	194	5%	16	8%
Sierra Army Depot	72	2%	0	0%
Tooele Army Depot	268	7%	7	3%
White Sands MR	298	7%	12	4%
Yuma Proving Ground	92	2%	1	1%
<b>Total</b>	<b>4014</b>	<b>100%</b>	<b>97</b>	<b>2%</b>

**ANALYSIS:** For a four-week period this quarter, CPAC's reviewed personnel actions produced by the CPOC. 4014 SF50's were produced; there were 97 procedural errors reported, an increased error rate (from 1.6% in Aug 99 to 2% in Feb 00). The number of SF50's produced increased by 40%, however, from 2858 for the period ending Aug 99 to 4014 for this reporting period. COE, Walla Walla experienced the largest error rate, and most of those errors were the result of processing a retroactive Power Trades pay adjustment. With the ultimate goal being quality and timely processing of personnel actions, WCPOC will continue emphasis on quality control procedures and provide targeted staff training as needed.





# Section 7

## Training and Developing Employees

Proponent: WCPOC, Human Resource Development Division

Sub-  
Section

N/A

Topic

Training Requests Processed

Remarks

Provides data regarding timeliness and volume of completed

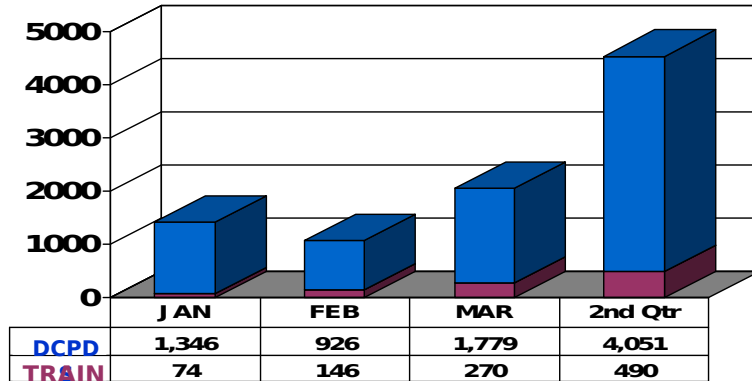
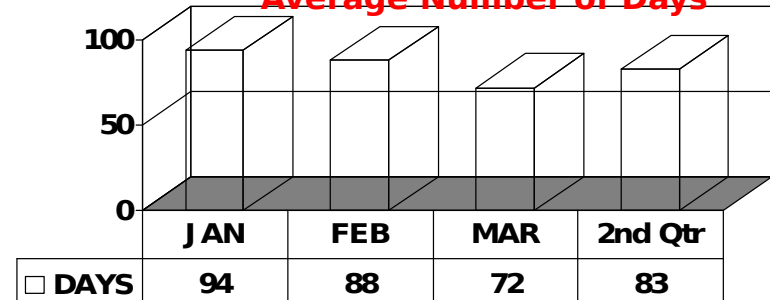
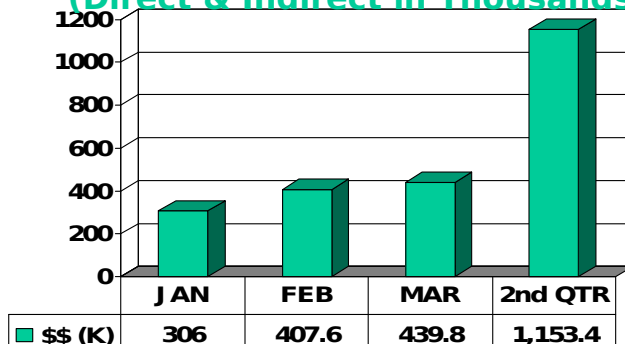
training processed into the database during the quarter, costs reported for that training and the length of time between completion of training and entry into employee training history. The data does not reflect the training or associated costs actually consummated during the quarter

because high percentage of documentation was not timely

forwarded for processing and/or costs were either omitted

or inaccurately reported.



**TOPIC:****Training Requests Processed - All Serviced Activities****2ND QTR-  
FY00****PROPONENT:****WCPOC - HRDD****NUMBER PROCESSED****RECORDING DELAY****(Date completed vs Date Recorded)****Average Number of Days****TRAINING COSTS REPORTED****(Direct & Indirect in Thousands)**

**ANALYSIS:** All records of completed training received by the WCPOC were processed within 7 calendar days from receipt, and 11% were processed through the TRAIN FPI.

The cost of training reported and recorded during this quarter was \$1,153,434 -- an average of \$254 per training event.

Our goal should be to reduce delays in recording training (which averaged 83 days across the region) by ensuring that managers complete evaluations quickly and that CPACs forward documentation for processing immediately upon receipt. Since the Defense Civilian Personnel Data System (DCPDS) is the only official repository of completed civilian training, reducing these delays will also ensure that no employee is adversely affected by inaccurate or incomplete data and that MACOMs, HQ DA, and DoD always have up-to-date statistical and financial execution data critical to budget formulation and allocation processes.



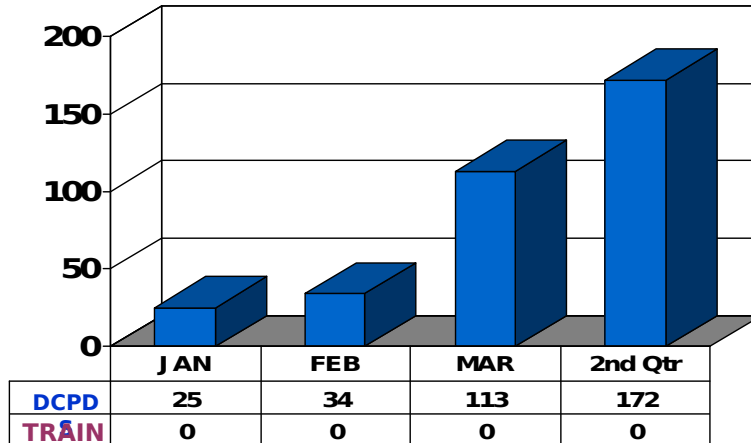
**TOPIC: Training Requests Processed - Madigan Army Medical Center**

**2ND QTR  
FY00**

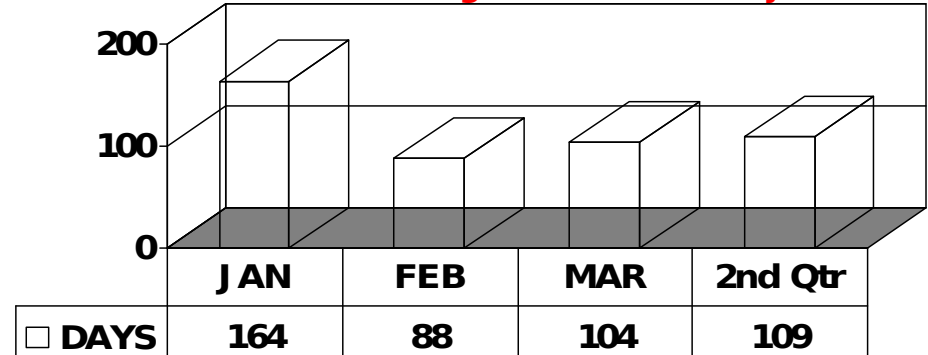
**PROPONENT:**

**WCPOC - HRDD**

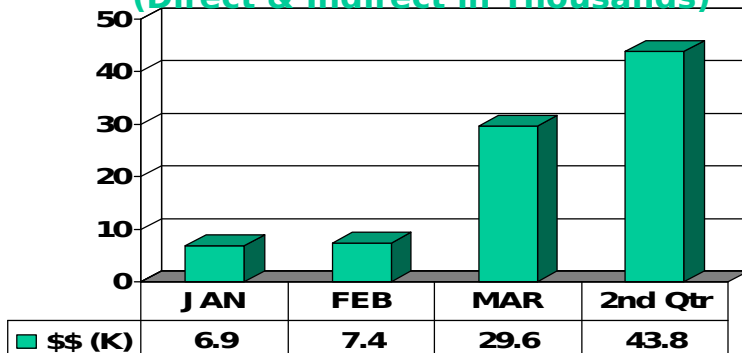
**NUMBER PROCESSED**



**RECORDING DELAY**  
(Date completed vs Date Recorded)  
**Average Number of Days**



**TRAINING COSTS REPORTED**  
(Direct & Indirect in Thousands)



**ANALYSIS:** All records of completed training received by the WCPOC were processed within 7 calendar days from receipt.

The cost of training reported and recorded during this quarter was \$43,802 - an average of \$255 per training event.

The average time elapsed between the date an employee at this installation completed training and the date it was entered into that employee's training history was 109 days -- a slight increase over the previous quarter. Strong command emphasis is recommended to reduce this delay and avoid possible



# SECTION 8

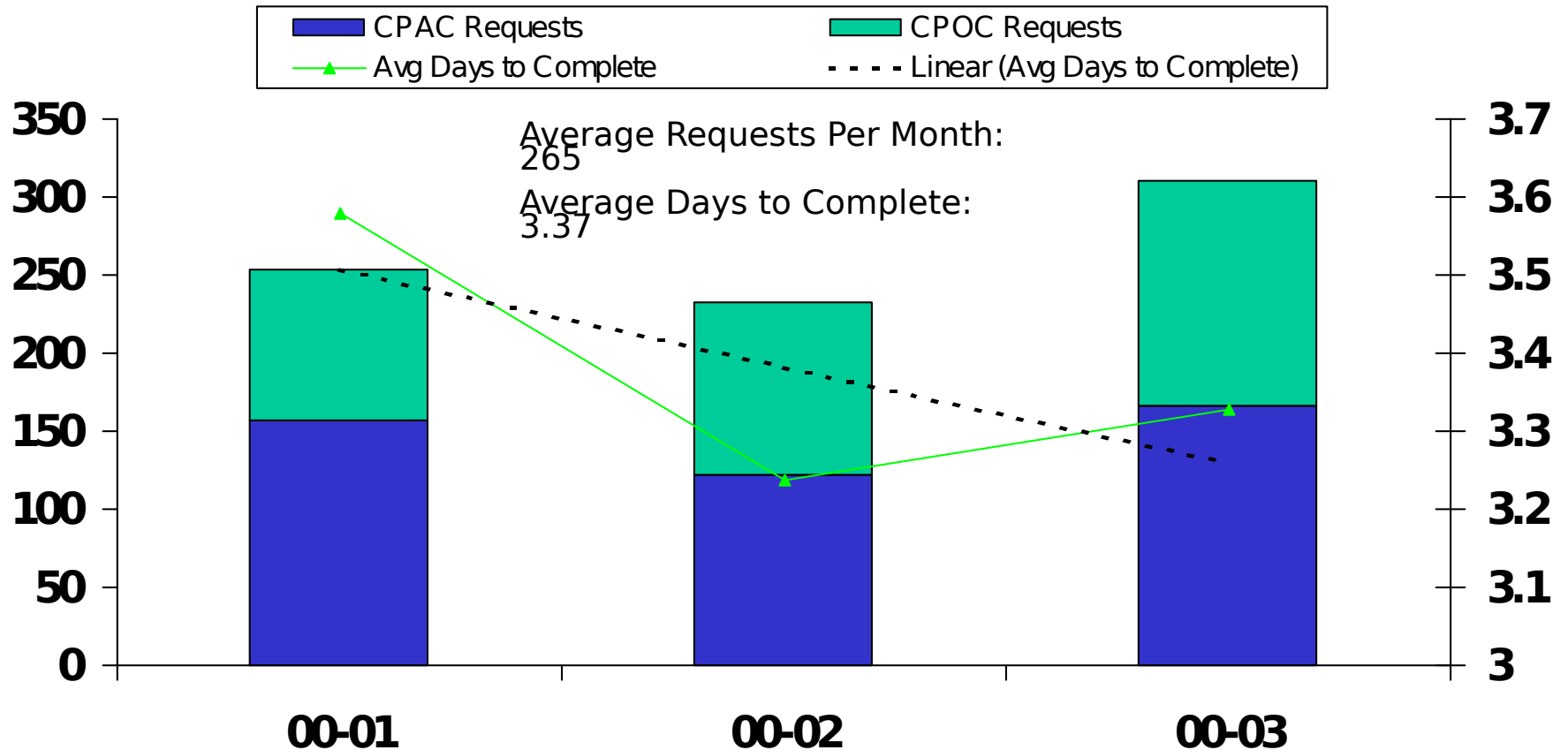
## Providing Information Services

Proponent: WCPOC, Information Services Division

Sub-Section	Topic	Remarks
A	Help Desk Requests	Provides information regarding the categories and number of help desk tickets opened and completed during the period, and average time to complete.
B	DCPDS Quality	Illustrates progress in cleaning up critical elements of data in preparation for Modern System deployment in August 2000.



<b>TOPIC:</b>	<b>Help Desk Requests</b>	<b>2ND QTR-FY00</b>
<b>PROPONENT:</b>	<b>WCPOC-ISD</b>	



**ANALYSIS:** We completed 796 requests (445 CPAC and 351 CPOC) this quarter. The average days to complete requests increased from just under three days last quarter to just over three days.

<b>TOPIC: DCPDS Quality</b>		<b>2ND QTR-FY00</b>
<b>PROPONENT: WCPOC-ISD</b> <b>Goal: 96% Error Free Rate</b>		<b>ASSESSMENT: Green</b>

<b>Month</b>	<b>*Discrepancies</b>	<b>Data Elements Checked</b>	<b>Discrepancy Percent</b>
Jan	32,274	4,971,400	0.006%
Feb	14,723	5,489,076	0.003%
Mar	11,456	5,529,246	0.002%

\* Discrepancies are either incorrectly coded data elements, or data elements that must be modified to meet the requirements of conversion to modern system.

Jan - 280 data elements checked.  
Feb/Mar - 309 data elements checked.

**ANALYSIS:** During the quarter the number of data elements being validated increased from 250 to 309 based on Modern System conversion program requirements. The majority of discrepancies occurred in the Education, Current Appointment Authority, and Service Computation Date data elements. We will continue to aggressively monitor and update the legacy system as we prepare for transition to the Modern System on 15 Sep 00.

